



Technical Proposal for Greenville Technical College

Enterprise Resource Planning (ERP) System

RFP # 5400019402

Due: October 12, 2020 by 11:00 AM EST

Contact: **Robin Bradley**

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	<p align="center">State of South Carolina</p> <p align="center">Request for Proposal Amendment 5</p>	Solicitation: Date Issued: Procurement Officer: Phone: E-Mail Address: Mailing Address:	5400019402 10/01/2020 SHEILA O. WILLIS, CPPBS (803) 737-4417 swillis@mmo.sc.gov SFAA, Div. of Procurement Services, ITMO 1201 Main Street, Suite 601 Columbia SC 29201
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DESCRIPTION: **Enterprise Resource Planning (ERP)System**

USING GOVERNMENTAL UNIT: **Greenville Technical College**

SUBMIT YOUR OFFER ON-LINE AT THE FOLLOWING URL: <http://www.procurement.sc.gov>

SUBMIT OFFER BY (Opening Date/Time): 10/12/2020 11:00:00 (See "Deadline For Submission Of Offer" provision)

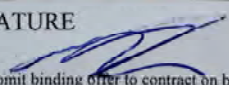
QUESTIONS MUST BE RECEIVED BY: **08/14/2020 16:00:00** (See "Questions From Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: If submitting on-line – **One (1) Technical Copy marked "Original", One (1) Business/Price Copy marked "Original", One (1) Redacted Technical Copy marked "Redacted". If submitting a hardcopy - One (1) Technical Hardcopy marked "Original", One (1) Electronic Technical Copy marked "Copy", One (1) Redacted Electronic Technical Copy marked "Redacted", One (1) Business/Price Hardcopy marked "Original", and One (1) Electronic Business/Price Copy marked "Copy"** See "Submitting Redacted Offers" provision Section IV., "Submitting Confidential Information" Section II.A., & "Electronic Copies-Required Media & Format" provision Section II. B. **Initial here _____ if a redacted copy is NOT necessary**

CONFERENCE TYPE: Not Applicable DATE & TIME: (As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)	LOCATION: Not Applicable
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AWARD & AMENDMENTS	Award will be posted on 02/10/2021 . The award, this solicitation, any amendments, and any related notices will be posted at the following web address: http://www.procurement.sc.gov
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You must submit a signed copy of this form with Your Offer. By signing, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of one hundred and eighty (180) calendar days after the Opening Date. (See "Signing Your Offer" provision.)

NAME OF OFFEROR Anthology Inc. (f/k/a Campus Management Corp.) (full legal name of business submitting the offer)	Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.
AUTHORIZED SIGNATURE  (Person must be authorized to submit binding offer to contract on behalf of Offeror.)	DATE SIGNED 10/7/20
TITLE CFO (business title of person signing above)	STATE VENDOR NO. 7000071822 (Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)
PRINTED NAME Anders Nessen (printed name of person signing above)	STATE OF INCORPORATION Florida (If you are a corporation, identify the state of incorporation.)
OFFEROR'S TYPE OF ENTITY: (Check one) (See "Signing Your Offer" provision.) <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Other _____ <input checked="" type="checkbox"/> Corporate entity (not tax-exempt) <input type="checkbox"/> Corporation (tax-exempt) <input type="checkbox"/> Government entity (federal, state, or local)	

(Return Page Two with Your Offer)

(Return Page Two with Your Offer)	
HOME OFFICE ADDRESS (Address for offeror's home office / principal place of business)	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) (See "Notice" clause)
5201 Congress Ave. Boca Raton, FL 33487	5201 Congress Ave. Boca Raton, FL 33487
	561-999-0096
	Area Code - Number - Extension Facsimile proposals@campusmgmt.com
	E-mail Address

<p>PAYMENT ADDRESS (Address to which payments will be sent.) (See "Payment" clause)</p>	<p>ORDER ADDRESS (Address to which purchase orders will be sent) (See "Purchase Orders and "Contract Documents" clauses)</p>
<p><input checked="" type="checkbox"/> Payment Address same as Home Office Address <input type="checkbox"/> Payment Address same as Notice Address (check only one)</p>	<p><input checked="" type="checkbox"/> Order Address same as Home Office Address <input type="checkbox"/> Order Address same as Notice Address (check only one)</p>

ACKNOWLEDGMENT OF AMENDMENTS

Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue. (See "Amendments to Solicitation" Provision)

Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date
1	7/10/2020	2	7/24/2020	3	8/7/2020	4	9/4/2020
5	10/1/2020						

DISCOUNT FOR PROMPT PAYMENT (See "Discount for Prompt Payment" clause)	10 Calendar Days (%)	20 Calendar Days (%)	30 Calendar Days (%)	_____ Calendar Days (%)
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PREFERENCES - A NOTICE TO VENDORS (SEP. 2009): Preferences do not apply to Request for Proposals per SC Consolidated Procurement Code Section 11-35-1524

PREFERENCES - ADDRESS AND PHONE OF IN-STATE OFFICE: Preferences do not apply to Request for Proposals per SC Consolidated Procurement Code Section 11-35-1524

October 9th, 2020

Dr. Keith Miller
Greenville Technical College
506 South Pleasantburg, Drive
Greenville, SC 29607

Dr. Miller,

Langston Hughes famously asked us to consider what happens to a "dream deferred." Some of us are privileged enough to be able to use this question as a basis for meaningful reflection. However, for many, it is an all too accurate description of their lives. For them, the dream of a life built on the foundation of a livable wage seems out of reach. The thought of furthering their education to bring about better opportunities is often quickly overcome by the seemingly insurmountable obstacles standing in their way. At every turn, the system pushes against their dream, and the only option is to put it on hold.

We know that you have a vision and a plan to address these issues. Just like you, we also understand that fully addressing these complex issues is beyond the reach of any single organization; it takes a network. Accordingly, we have assembled a team of industry leaders to provide a comprehensive solution for Greenville Technical College that puts the student at the center on day one and beyond. Anthology is ready to stand alongside you in turning student aspirations into reality.

For more than 30 years, Anthology has been serving students just like those at Greenville Technical College, and we are eager to partner in your journey. We understand the unique needs and challenges faced by your students and many have little to no margin in their daily lives. Consequently, the efforts to complete their education are easily derailed. This means communication must be clear and timely, pathways must be well-defined and flexible, and administrative details must be readily accessible and easily completed. Anthology provides that capability.

Our experience and commitment to Higher Education has culminated in the CampusNexus solution. CampusNexus is a fully-functioning, comprehensive system designed to serve every aspect of today's technical college. Out-of-the-box, Anthology will immediately address several of the Greenville Technical College strategic imperatives.

- Teaching and Learning
- Student Access & Success
- Employee Support
- Operational Excellence & Accountability
- Community Leadership

We are confident that CampusNexus will provide an immediate impact on your most important constituent, the students. All too often, the care and feeding of a system becomes the primary focus of an institution's staff and administrators. We believe their day should be focused on changing the lives of

their students. Through streamlining tasks and baseline analytics end-users gain meaningful insights quickly. We designed the CampusNexus solution to enable you to focus on the business of helping students realize their dreams.

We understand that Greenville Technical College requires a robust system to support its administration. Consequently, CampusNexus provides a complete administrative suite for all your Human Resources, Finance, and Payroll needs. Anthology provides all federal and state compliance reporting ensuring that Greenville Technical College meets its responsibilities. Finally, this functionality is built on the Microsoft platform and deployed in the Microsoft Azure cloud. The Azure platform guarantees that the system is scalable, available, and easily extensible for your future growth.

Our commitment to higher education is getting noticed by schools all over the United States and the world. In fact, according to the Tambellini Group's research, Anthology's CampusNexus has been the number one selected SIS for the past six years in a row. Furthermore, we are experiencing record growth and continue to work every day to make CampusNexus better by adding features to help our customers change lives. We are driven by a commitment to ensure each school gets the best possible system to enable their mission.

As you read through the RFP, we are confident that you will see that CampusNexus can meet your current needs and, more importantly, can be a platform to support your strategic vision. Anthology wants to partner with you in transforming the lives of your students, the communities of Greenville, the state of South Carolina, and the nation. There is no need to speculate about what happens to dreams deferred. Working together, we can realize them today.

Sincerely,

A handwritten signature in blue ink that reads "Robin Bradley".

Robin Bradley
Regional Sales Manager
Anthology, Inc.



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INFORMATION FOR OFFERORS TO SUBMIT

INFORMATION FOR OFFERORS TO SUBMIT -- GENERAL (MAR 2015)

You shall submit a signed Cover Page and Page Two. If you submit your offer electronically, you must upload an image of a signed Cover Page and Page Two. Your offer should include all other information and documents requested in this part and in parts II.B. Special Instructions; III. Scope of Work; V. Qualifications; VIII. Bidding Schedule/Price Proposal; and any appropriate attachments addressed in Part IX. Attachments to Solicitations. You should submit a summary of all insurance policies you have or plan to acquire to comply with the insurance requirements stated herein, if any, including policy types; coverage types; limits, sub-limits, and deductibles for each policy and coverage type; the carrier's A.M. Best rating; and whether the policy is written on an occurrence or claims-made basis. [04-4010-2]

INFORMATION FOR OFFERORS TO SUBMIT -- EVALUATION (MODIFIED)

In addition to information requested elsewhere in this solicitation, offerors should submit the following information for purposes of evaluation:

1. Executive Overview: Your offer should include a summary of the proposed solution that reflects your understanding of both the State's needs and how your solution will satisfy those needs. Please explain your overall approach to the management of this effort, including a brief discussion of the total organization (structure and relationships among personnel and consultants/subcontractors).

Anthology has provided Greenville Technical College an executive summary in the previous section starting on page 5.

2. Functional Technical Overview: Offer should include a summary of the proposed technical solution with enough detail to demonstrate an understanding of the current environment and scope of the project. Describe how the proposed solution will improve the College's current environment by: replacing the legacy system with a single, integrated system encompassing all the major functional areas of the institution; seamlessly integrate with existing third party vendors; providing a more "user-friendly" system that will improve the user experience for students, faculty, staff, and donors; improving the accuracy, availability and security of critical system data; automating and streamlining processes that will eliminate manual and duplicate efforts. Offerors should address how their solution can meet the College's critical need in the area of document imaging.

Anthology is proposing its CampusNexus ERP solution. This ERP suite includes a robust CRM for communications, admissions, and student success, a comprehensive student information system component, a host of financial and human resources functionality, and other related tools to facilitate the entire student lifecycle.

CampusNexus Engage, Anthology's next-generation CRM, is designed to address the challenges and opportunities surrounding relationship management within higher education today at the enterprise level. This means that it can account for the gamut of constituents that institutions must relate with – prospects, students, faculty & staff, alumni, donors, and more. The solution is a system of intelligence and engagement, capitalizing on the full power of the relational database that is inherent in Dynamics 365 while being tailored specifically toward those personas and needs that are found in higher education. Virtually infinite types and amounts of data can be captured and used to execute meaningful communication, interactions and interventions within various constituent groups. Providing a comprehensive approach to recruitment and admissions, CampusNexus Engage encapsulates application functionality, native approaches to communication including email, SMS messaging and chat functions.



Application management allows institutions to build and deliver complex, yet elegant, applications that can be applied to multiple schools, programs and purposes across the institution. Robust native reporting in the form of dashboards and analytic visualizations provide users with access to important data to direct both reactive and proactive decisions in enrollment strategies. Matters of student success and retention can be addressed through student alerts, case management, success networks and more. Model scores can be used to aid in identifying at-risk populations and behavioral triggers can be captured and serve to initiate intervention and support mechanisms within the institutional community. Comprehensive communication planning and event management is also central to the functions of the solution. Plans can be designed to communicate with various constituent groups using a myriad of methods and formats over a short time or during an extended drip campaign commonly used in marketing efforts. Events can be created, coordinated and evaluated all within CampusNexus Engage. These events can have corresponding communication efforts and post-event surveys tied directly to the experience, allowing users to understand the efficacy of the event. Finally, CampusNexus Engage accommodates the consumption and intelligent use of data from across the entire institutional data environment. It allows for import and export of nearly any data point from other solutions in the institutional technology ecosystem to populate records, trigger activities, record ensuing interactions and evaluate effectiveness of the institution's efforts – ultimately providing needed insights into the comprehensive efforts of the engaged institution in today's higher education environment.

The student information system functionality within CampusNexus is an easy to use environment that provides institutions with the ability to manage all aspects of the student record. The student academic experience is managed through tools such as a degree audit and degree pathways modeled after the AACC guided pathways initiative that can be used across any type of academic program to include non-credit. CampusNexus includes a core comprehensive financial aid module that allows colleges to manage all aspects of Title IV, institutional aid, and other government and non-government aid programs in an automated manner. Student accounting is supported through student ledger cards, automated billing processes, and other associated processes to support functions such as student and third-party payment plans, refunds and stipends, and cashiering if desired. Also provided as core functionality within the student information component of CampusNexus are a student portal, communications management, career services, student services, and other areas to manage the student experience. Document storage and management are also core components of CampusNexus. If a document imaging system is desired, an integration can be configured with an Anthology partner such as Hyland. Automation and workflow are present across the environment to help make process more efficient for staff.

Other tools that aid in the student experience include a host of analytic reports powered by Microsoft PowerBI, and Occupation Insight that provides institutions insight into career pathways for academic planning, and students various data visualizations supporting admissions, academic, and career services activities.

CampusNexus Finance provides world-class Microsoft technology that has been tailored specifically to the needs of higher education including full Human Resources, Compensation Management, Benefits, Recruitment Management, Learning Management, Payroll as well as over 100 standard, out of the box reports including IPEDS, Year-End and HR Reporting. CampusNexus Finance provides world-class Microsoft technology that has been tailored specifically to the needs of higher education including



General Ledger, Procurement, Accounts Payable, Student Accounting, Budget Planning & Control, Fixed Assets, Project / Grant Accounting & Travel & Expense.

The school's business processes and procedures and drive to a more paper-free environment can be accommodated in CampusNexus Finance. Through workflow, specific procedures and policies such as routings and approvals based upon thresholds can be automated, such as requisition approvals, leave requests, or budget approvals (as examples). The workflow defines how a process flows through the solution by showing who is responsible for completing a task, to make a decision or to approve something. This workflow process reduces the manual labor normally needed to conduct such business operations.

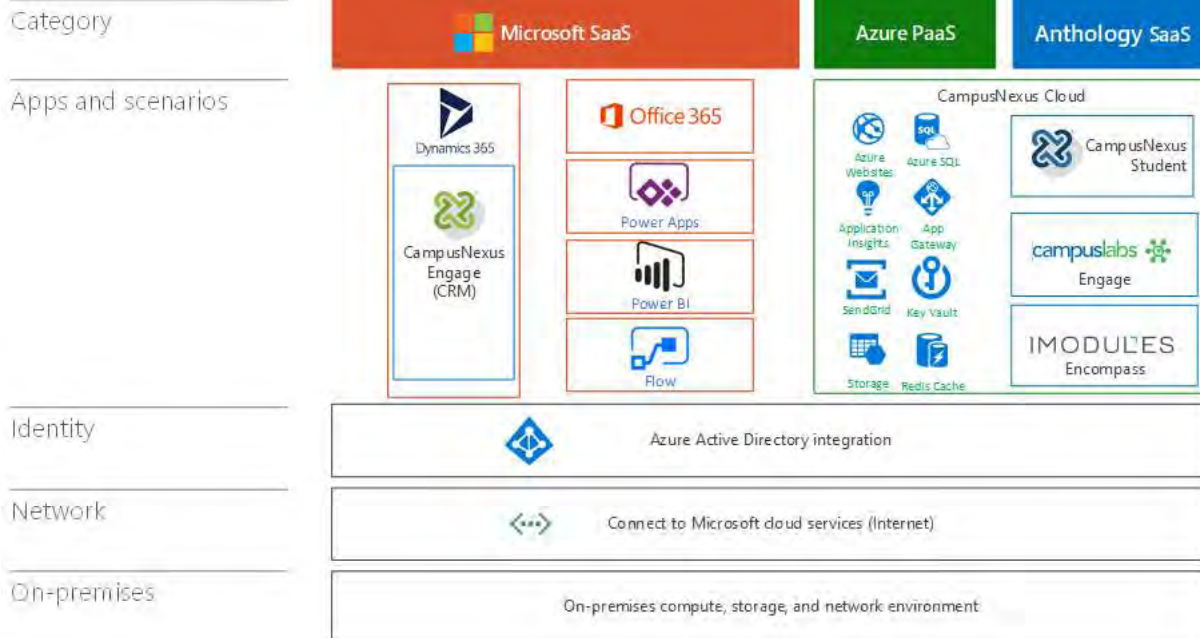
Additionally, CampusNexus includes a document management feature, which will enable users to attach an image (PDF, JPEG, PNG, Excel, etc.) to a record. Examples of this include electronic invoices, paper receipts, employee photos, applications, budget spreadsheets, and much more.

Anthology also includes various tools that can extend the functionality of the ERP to support course evaluations, retention efforts, extra-curricular activities, and badging/micro-credentialing.

Through leveraging Microsoft's Azure platform, institutions have access to a host of tools to aid with integrations and accessing data across the solution. CampusNexus also includes over 6000 API's and web services that can be accessed for extending the solution to meet practically any business need.

3. Technical: Your offer should include a summary of the proposed technical solution with enough detail to demonstrate an understanding of the College's current and future technical environments relating to the scope of the project. Please discuss where relevant any environmental requirements for the proposed solution.

Because CampusNexus solution is offered as a SaaS model, there is nothing to install from on premise prospective. We leverage your azure active directory for identity. Diagram below is what our delivery topology looks like:

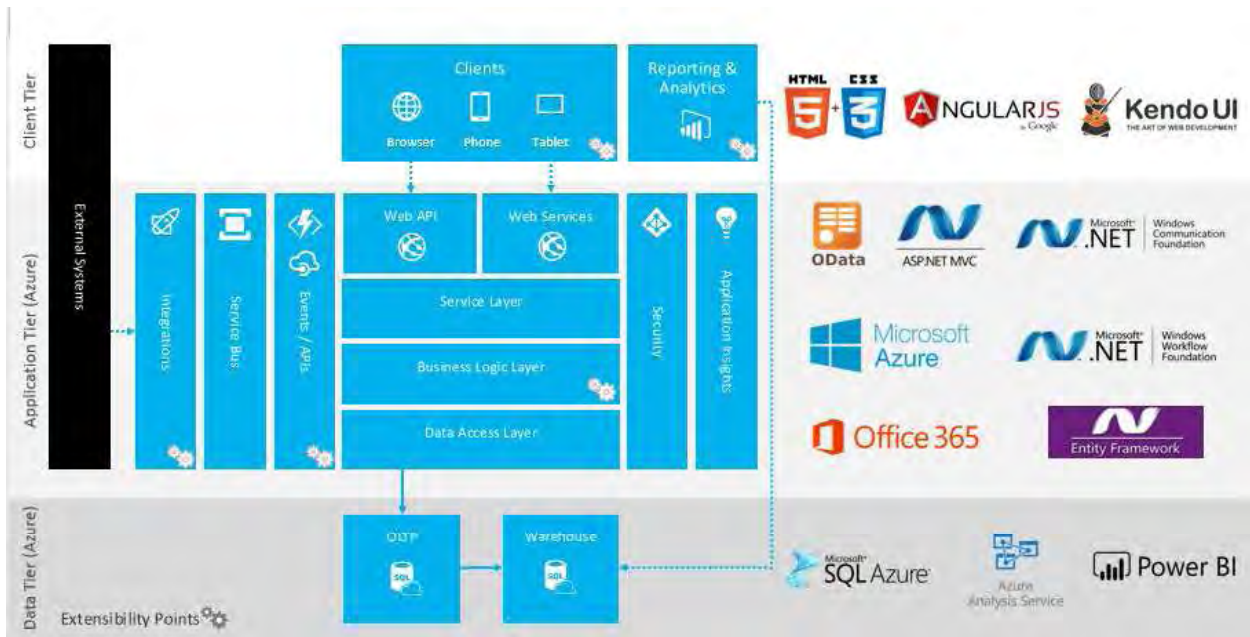


CampusNexus is built using Microsoft® technologies. We've chosen Microsoft as our foundation because of its history and reputation for providing enterprise-ready tools and platforms. Moreover, Anthology has a long history of leveraging Microsoft technologies, resulting in deep-rooted knowledge and expertise in its use. So, when we planned for our CampusNexus architecture, building on a Microsoft foundation was the clear choice. Plus, Microsoft is a familiar technology to higher education, which has proven to make the adoption and use of CampusNexus an easy transition for institutions.

The underlying architecture of CampusNexus uses:

- *Microsoft .NET® as an application foundation*
- *Microsoft Azure SQL® as a database platform*
- *Microsoft Flow and Windows Workflow Foundation to extend functionality*
- *Microsoft Power BI for business intelligence*
- *Microsoft Power Apps for custom Web and Mobile experiences*
- *Microsoft Azure as a cloud hosting environment*

CampusNexus Student Architecture Diagram:



CampusNexus Cloud is delivered as a SaaS offering, it is built on secure Azure platform and microservices leveraging TLS 1.2 for all data in transit and AES-256 for all data at rest. These services are connected via the Internet and Web Application Firewalls (WAF) are utilized in front of services along with other elastic scaling mechanisms. The attached architectural diagram provides an overview of these serverless technologies and as you can see that the systems are connected using a Common Data Service/Common Data model.

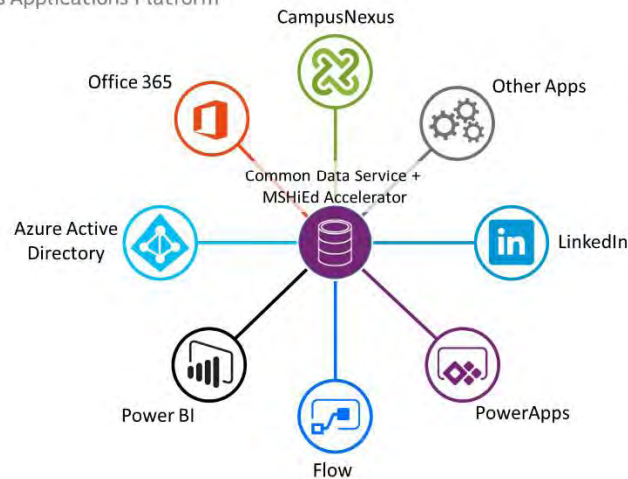


Integration and Expansion model

- We use Common Data Service a platform that allows institutions to **integrate apps, build new custom web or mobile applications, and create automated workflows** across on-premises and cloud workloads

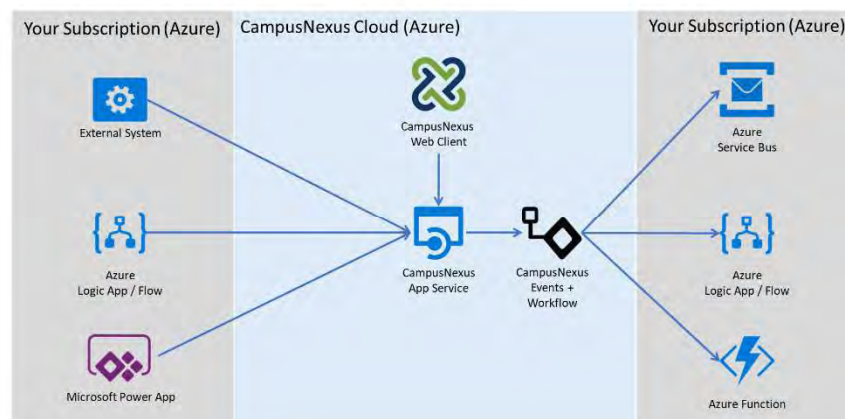
Common Data Service (CDS)

Microsoft Business Applications Platform



- CampusNexus Student has CampusNexus Workflow, which is a part of the CampusNexus Event-Driven Architecture. It provides users the ability to compose business logic visually using Activities. CampusNexus Workflow integrates with Azure Logic Apps, Azure Service Bus and Azure Functions etc., which allow users to integrate and expand to meet the business needs.

Integration and Extension



- CampusNexus Student has connector for CampusNexus that is available for Power Automate and Logic Apps



- *CampusNexus Student on-ramp messages to Service Bus based on the events in CampusNexus which allow users to develop integration by off-ramping from Service Bus, messaging the data and orchestrate as needed.*

4. Hardware: Provide optimal specifications and configuration for all hardware necessary to implement total proposed solution using criteria stated in the Technical Information section. Include any environmental requirements.

CampusNexus is 100% SaaS deployed. There is no software required to be installed. Our solution works on all major browsers and platforms including Windows and Apple Mac OS. Users just simply access the Internet through a modern web browser regardless of operating system or device. It is recommended that each user have at least a 450Kbps Internet connection. The application uses our customer's Microsoft Azure Active Directory as the required source of authentication/authorization.

5. Training: Explain any proposed training solution. Include plans for training new employees beyond the initial training cycle, employee readiness evaluations, training feedback, student-instructor ratios, duration of training, etc. Include plans for updating and maintaining training plans, system documentation, operational documentation, etc. For the duration of the implementation or term of the contract as appropriate. Include any other training solutions that are available.

Anthology Training Services provides project team and end user training both during the implementation process and post go-live. This includes online, self-paced training as well as onsite, instructor-led training, quick reference guides and product manuals. All Anthology customers have access to online training and documentation. Custom training and self-paced tutorials can be developed upon request.

Anthology Training Services offers a mix of courseware designed to target the diverse needs of functional users, power users, and administrators. Training objectives focus on:

- *Ensuring project team and end user readiness to make knowledgeable, informed decisions on how to best setup, configure, customize, integrate, and maintain the CampusNexus solution.*
- *Re-enforcing business processes, terminology, and system tasks related to use of the CampusNexus Solution.*

Project Team Training

It is important to ensure that project team members have the requisite knowledge to be successful in their roles on the project. To that end, Anthology offers hands-on classes designed to provide both functional and technical project team members with detailed role-specific knowledge. Anthology offers these courses as part of the project and recommends key project team members actively participate. Anthology will recommend a training plan and timeline to support the project implementation.

End User Training

Anthology maintains an extensive library of end user training materials to support all modules of the software used across the various business functions. We have had extensive experience tailoring and delivering these materials to many higher educational institutions, so they are adaptable for each of your organization's business units. This experience allows us to provide you a highly meaningful training solution. Both Instructor-led and Train-the-Trainer delivery models are offered.

Ongoing Training

A breadth of product training, including a library of industry and product training, is available for all customer team members and end users. This includes:

- *New product overviews and training*
- *New version release training*
- *Best practices in software usage*
- *Product features and functionality*
- *Product configuration training*
- *Higher education and postsecondary industry and operations training*
- *Requests for customization of training materials will be evaluated on a case-by-case basis*

The following training delivery options and services are available:

- *Virtual or onsite instructor-led training*
- *Online, self-paced training*
- *Webinars*
- *Continuing education classes at our annual users' conference*

6. Recommended Training: Describe the strategy, methodology and plan for the proposed Training solution, which best suits the College's organizational size and complexity during implementation and throughout the life of the product. This solution should focus on the lowest risk option that ensures the College's greatest level of success based on industry experiences at other higher educational institutions.

As part of Anthology's implementation process and methodology, our Training Services will partner with Greenville Technical College to jointly establish a role-based training strategy.

Knowledge transfer and education is constant and iterative throughout the implementation in order to enable our customers to be more self-sufficient and knowledgeable in maintaining their solution following go-live. Because we take a business process approach to our implementations, business process models and supporting process overviews are created during the implementation. As solution and process design, configuration, and testing continue, the process overview documents continue to be updated so they can be leveraged as standard operating procedures and process documents to support end user training.

Anthology will provide a list of end user and other stakeholder training materials that align to the final scope of the project. At the same time, Anthology will work with the project team to delivery appropriate support training materials, user manuals, and job aids.

Anthology maintains an extensive library of end user training materials to support all modules of the software used across the various business functions. We have had extensive experience tailoring and delivering these materials to many higher educational institutions, so they are adaptable for each of your

organization's business units. This experience allows us to provide you a highly meaningful training solution. Both Instructor-led and Train-the-Trainer delivery models are offered.

7. Attachment A – Technical Quality Spreadsheet: The Technical Quality Spreadsheet consists of questions or features for various areas of the solution. Offerors should complete this spreadsheet to indicate the degree, completeness, and suitability of the Offeror's solution.

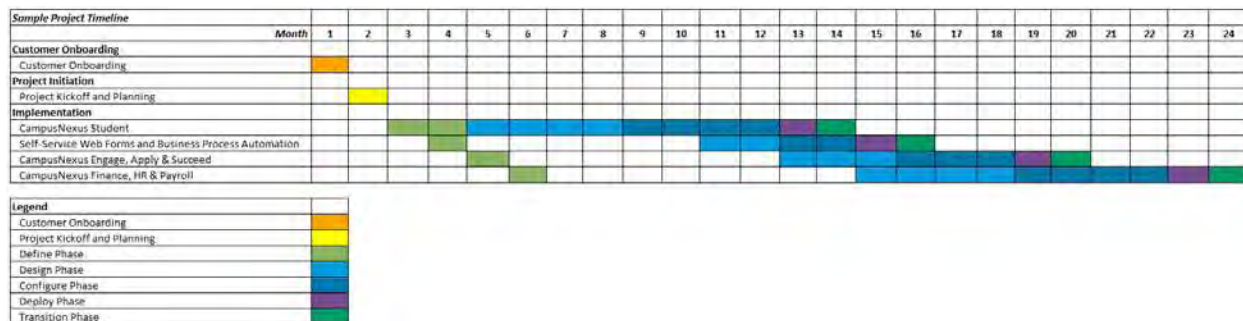
Anthology has completed Attachment A in its native Excel format and included it as part of our complete proposal submission.

8. Project Management: Provide a high-level project plan with timelines for implementation and milestones. Is the implementation team in-house or 3rd party? If Offeror will use a 3rd party, Offeror must submit company name and address.

Based on Anthology's current understanding of the requirements for your engagement, the typical implementation timeframe would be 24 months. Your Anthology project manager will work to develop a specific project schedule to achieve the timelines that work best for your organization given the modules and functionality that will be implemented.

As the demonstration process of the CampusNexus solution begins and the exact scope is agreed to by Greenville Technical College and Anthology, the implementation approach will be solidified. The finalized deliverables will be presented in a Statement of Work.

The exact timeframes for service delivery will be dependent upon the availability of Anthology and Greenville Technical College resources. Typically, Anthology requires 90 days advance notice for the resources to be scheduled, from the Effective Date of the Statement of Work. Greenville Technical College and Anthology will coordinate the mutually agreed start date.



9. Describe the implementation process including conversion of data and process for pulling historical data into the new system.

10. Define optimal number of technical staff, skill sets, and levels required to adequately maintain the system post-implementation once partner has handed off to GTC.

All resource planning is based on the mutually agreed upon project plan. Actual resource allocation may vary based on Greenville Technical College and Anthology's resource availability, skills, and project timeline. Each party is responsible for providing a project team capable of completing all defined project tasks within the mutually agreed upon schedule. Each party will provide sufficient allocation of resources in order to maintain on-time task completion and deliver high quality products.

Anthology will provide the following resources for the implementation of your CampusNexus solution:

- *Project Sponsor to provide executive leadership for all project deliverables. The project sponsor will serve as the liaison between Greenville Technical College and the Anthology executive team to provide consistent communications, project oversight, and contract compliance.*
- *Project Manager to oversee implementation, integration services, and data migration tasks and resources.*
- *Solution Architect(s) to own requirements/solution analysis, integration analysis, best practice consulting areas.*
- *Technical Developer(s) to own integration development and testing and product development and testing in support of all deployed integrations, software setup and product enhancements.*
- *Implementation Consultant(s) to assist in requirements/solution analysis, configuration, validation, and countdown-to-go-live activities.*
- *A Customer Enablement Manager will be designated for management of Greenville Technical College's post go-live activities and relationship. Your customer enablement manager will be brought on board during the initial deployment in order to become familiar with Greenville Technical College's teams and processes. Once the University is brought "live", a formal transition occurs from the implementation team to Greenville Technical College's customer enablement manager.*

Greenville Technical College will need to provide the following resources:

- *Executive Committee*
 - *Provide executive leadership for all project deliverables and activities and responsibility for the business relationship. Within Greenville Technical College, capable of driving the business to maintain project schedule timelines and project commitments. Help drive policy change, business process reengineering, and cultural alignment.*
- *Project Manager*
 - *Dedicated project lead for coordination and management of all implementation related tasks supporting the initial and rollout deployments. The Implementation Team reports through this manager. Responsible for making sure all tasks, deliverables, and milestones from the Greenville Technical College perspective are completed on time.*
- *Subject Matter Experts*
 - *Subject Matter Experts (SMEs) execute system configuration, complete data validation, and conduct the administrative tasks related to the CampusNexus rollout.*

- *Each subject matter area should have a lead and then sub-team of team members. The group of leads is commonly referred to as the “Core” team and the sub-team as the “Functional Leads.”*
- *Business Administrators*
 - *The Business Administrator is responsible for executing approved configuration changes and maintaining security roles and privileges. This administrator may be dedicated to this role or may be a member of Testing or Implementation Team with multiple responsibilities.*
- *Technical Developers*
 - *Technical developer’s adept at integration analysis and development. General expectation is that they should be skilled in Microsoft and web technologies with experience in XML, web services, .NET development technologies, SQL Server.*
- *Trainers*
 - *Trainers should be able to create and update training materials, each classroom style training on all (or as defined) modules and products. Trainers will also be capable of performing post go-live end-user support (i.e., able to evaluate problems, provide resolution, or submit tickets to the help desk).*
- *End-User Support Team*
 - *These team members must be capable of performing post go-live end-user support (i.e., able to evaluate problems, provide resolution, or submit tickets to the help desk).*
- *Business Analysts*
 - *As part of the initial deployment, this team will complete the required testing of the business processes, configuration, system workflow, conversion logic, product functionality, and integrations. Ongoing, the business analysts will perform regression testing and new feature testing to evaluate product readiness to support business operations. These analysts may be dedicated to Testing or may be members of the Implementation Team with dual responsibilities.*

11. Define “super user” content area subject matter experts by functional area needed post implementation to ensure ongoing success.

Anthology’s Professional Services Team will provide Go-Live and Transition support for Greenville Technical College for a period of 30 days following the go live event of each CampusNexus solution component. During the Go-Live and Transition support period Anthology will provide hands on training, technical assistance, troubleshooting and other pertinent application skills as required to complete transition of responsibilities from Anthology to Greenville Technical College.

At the conclusion of the Go-Live and Transition support period, our professional services team will transition support to Client Services where Greenville Technical College will be designated an account owner. The account owner will provide you with on-going customer support. Your users will also have access to our online Service Desk tool. Through Service Desk, they can submit issues and service requests, review open incidents, and search our knowledge base.

Ongoing Support through Client Services will be provided based on the duration specified in the terms of the master license agreement.

Anthology recommends the use of an End User Support Coordinator (EUSC) to be the primary liaison between Greenville Technical College and your Account Owner in the Client Services department. Many of our larger institutions have created an internal help desk to triage escalations and issues prior to submitting to Anthology through ServiceDesk. These internal help desk resources are often filling the role of the EUSC and can specialize in areas like Financial Aid, Academics, Student Accounting, or backend operations within the system. Greenville Technical College can utilize multiple EUSC resources as required.

Greenville Technical College will be responsible for supporting all configurations in the licensed software, and any third-party applications that are not specifically contracted with, or provided by, Anthology.

12. Maintenance and Support Programs:

Specify the nature of any post-implementation an on-going support provided by the Offeror including:

- Special plans defining "levels" of customer support (e.g., gold, silver, etc.). Define what level of support is being proposed. Define differentiators between levels, such as gold versus silver.

Details regarding our support services or "levels" are provided in Exhibit A-3. We include a copy of our sample MSA in the appendix of this proposal.

- Delivery method of future upgrades and product enhancements including historical frequency of upgrades by module. Offeror's obligations to provide upgrades as part of maintenance services shall include, without limitation, access to "Major Version Upgrades" and "Successor ERP / SIS Products" at no additional charge.

Greenville Technical College will be entitled to all major, minor, and patch releases of the licensed solution. Anthology usually releases major versions of the solution twice a year, with minor releases and patches released more frequently on an as-needed basis.

Communication regarding software updates is delivered through many different channels. Product information, technical specification guides, and release notes are sent via our corporate communications channel to all designated contacts. This information will also be posted in ServiceDesk, the Anthology incident tracking and information management tool that all customers have access to. Our communication and real-time access to critical documentation assist our customers in making informed decisions on upgrade paths and new feature evaluation.

Upgrades for SaaS services are included and automatic. Anthology will take care of all infrastructure and software changes necessary for the provision of the SaaS service on the new releases, future-proofing GTC's solution.

Normal maintenance windows are used for deploying changes impacting the security, availability, and performance of the systems and services supporting the CampusNexus applications. Upgrades will be scheduled during off-peak hours, including non-business hours and weekends, allowing most of the maintenance to be performed with minimal or no customer impact.



After a version is generally available, GTC will be notified of the release, including access to the release notes highlighting the technical and functional changes and improvements. This is performed at least 30 calendar days in advance for normal maintenance. First, upgrades are deployed in the non-production environments of the client for testing and validation to determine. Second, production deployments begin within two weeks following the non-production updates.

Additionally, GTC can request -- at no additional cost -- database refreshes. In our premium tier, Anthology provides up to 6 data refreshes per year included the SaaS subscription, copying data from production to some or all non-production environments. This process will allow GTC to test new versions with up to date information.

As our solution is cloud-based, all dependencies and related systems are administered by Anthology. Institutions are responsible for any 3rd party integration testing.

A significant advantage of Anthology's upgrade process is that the more frequent upgrades necessary for U.S. regulatory compliance and financial aid are released independently from the core solution, allowing for significantly smaller changes when these requirements are needed, and allowing major releases to be performed during the College's slower periods and at different frequencies.

Anthology employs the concept of End-of-Life (EOL) and End-of-Support (EOS) for our product suite which provides high severity, business impacting bug fixes through a specified time period that coincides with the general availability of future releases.

For more details, see the Exhibit A-2 and Exhibit A-3 in the sample copy of Master Service Agreement in the appendix of the proposal.

- Identify any software costs that are not included in annual ongoing maintenance and support fees.

Professional Services provided by Anthology do not include any costs, license, or maintenance fees from third-party providers. Customer must have a valid agreement to interface with each third-party vendor. Customers most often purchase Power BI subscriptions for developing dashboards or Azure AD Premium Tier features, both available directly from Microsoft.

- Any anticipated mid-implementation upgrades. If any are planned, the estimated work effort and related costs associated with such tasks should be included in the proposal.

Our customers receive maintenance notifications at least 30 days in advance of any security patches or infrastructure maintenance. The notifications are sent in the form of emails and as announcements on our MyCampusInsight extranet site. We conduct system maintenance during our customers' off hours.

Anthology usually releases major versions of the solution twice a year, with minor releases and patches released more frequently on an as-needed basis.

Details are available in our master services agreement which we will be happy to supply to you upon your request. As our solution is cloud-based, all dependencies and related systems are administered by Anthology. Institutions are responsible for any 3rd party integration testing.

Note: GTC will be entitled to support on all licensed products under your active contract.

- Availability of user groups and their geographic areas.



Anthology's customer group for the ERP suite are North America, South America and EMEA-based. Inside the United States, our group meets at the annual customer conference. Customers are encouraged to meet virtually via our customer forums, forming groups around specific products.

- Define the process to report problems with system, including escalation processes, how resolutions are tracked, and resolved.

Anthology Client Services employs a customer-centric approach to providing world class support to our customers. Ongoing support for GTC will start with a successful transition after implementation and will include an introduction of our Client Services team members and an overview of our tools and processes.

GTC will have direct access to the Client Services application and technical experts that will be responsible for triaging and troubleshooting reported issues. More importantly, our support specialists will engage with members of your team to understand your implementation and business processes, as well as build long-term relationships to ensure your organization has a true advocate and partner. Assigned Analysts will escalate/troubleshoot each incident based on severity/urgency and will provide updates frequently until a resolution is provided. Client Services will be the entry point for all application and infrastructure issues and requests.

GTC will also have full access to ServiceDesk, our incident tracking portal. Through ServiceDesk, incidents can be submitted, monitored, and updated 24x7. ServiceDesk also provides access to a robust Knowledge Base full of product information, best practices, and useful tips, as well as technical specification guides, product documentation, release information, and company news and updates.

Upon submission of an incident or request, the assigned Client Services Analyst will determine the appropriate severity of the submitted issue and begin troubleshooting. During the troubleshooting process the Analyst will work directly with the assigned contact and will provide frequent updates, escalation information if necessary, and ultimately the resolution for your issue. All communication and documentation regarding the support submission will be tracked through ServiceDesk. GTC will also be provided a toll free 800# to call directly and speak with a Client Services Analyst or Manager.

Anthology recommends the use of an End User Support Coordinator (EUSC) to be the primary liaison between GTC and our Client Services department. Many of our larger institutions have created an internal help desk to triage escalations and issues prior to submitting to Anthology through ServiceDesk. These internal help desk resources are often filling the role of the EUSC and can specialize in areas like Financial Aid, Academics, Student Accounting, or backend operations within the system.

- Define the process for how "Bug" fixes and patches are addressed.

Minor bug fixes and patches are performed continuously every 4 to 8 weeks with minimal customer impact and are similarly documented. Depending on the severity of immediate threats detected, emergency maintenance could be performed, off business hours.

- Define how support is provided for third-party solutions.

Anthology third-party partner solutions are supported according to the terms of the executed master agreement. For third-party solutions that are integrated with Anthology licensed products and outside of our maintenance agreement, our teams will triage and troubleshoot the submitted issue(s) to quickly determine if the solution is specifically related to the Anthology product suite. If the issue is determined to be with the third-party product/solution, we will work closely with GTC on next steps and can



collaborate on an overall solution with GTC and the third-party as needed to successfully resolve an issue.

- Define what additional support may be available that has not been mentioned. (e.g., on-site, remote dial-in, Web site access to patches, fixes and knowledge base)

Remote support for the licensed products, unlimited incidents and users in our ServiceDesk incident management system, full access to our robust Knowledge Base, and a toll-free support hotline for direct access to one of our application or Cloud technical experts are included with your subscription.

- Data conversion requirements should include who is responsible for developing any data conversion programs, the acceptable level of conversion, how many records are to be converted, who is responsible for entering any records that do not convert properly, etc.

Anthology is proposing to migrate data for all institutions with a priority on the active student population, and up to 10 years of supporting data.

Anthology performs data conversion using a Common File Format Methodology. The Common File Format Methodology consists of published common file formats. Anthology will maintain predefined conversion logic from the common formatted files into CampusNexus as the application evolves.

With the Common File Format Methodology, customers benefit from code reuses, reduced data load time, and reduced timeline. The Common File Format Methodology improves quality by providing customers visibility to their data before it is converted through integrity and validation checks in the middle tier. Anthology and its customers share the data conversion responsibility as the client extracts their data into the predefined common files and Anthology enhances the ongoing design of the Common Format Conversion Architecture.

Anthology will conduct a set of data discovery and analysis sessions to review Greenville Technical College's legacy data source systems. Greenville Technical College will provide Anthology with copies of all legacy source system data and provide assistance as requested to conduct the analysis of this data. Anthology will document what database/tables/fields from the legacy source system will be required to be extracted and populated into CampusNexus.

As part of the implementation process, technical validations for data migration will be completed. Additionally, Anthology will provide support to Greenville Technical College on User Acceptance Testing (UAT). The purpose of the UAT process is to confirm the accuracy of the CampusNexus configuration. Greenville Technical College is responsible for the development of UAT test cases. Greenville Technical College subject matter experts will use the configured test system to validate CampusNexus ability to support their business processes. Based on feedback from the UAT process, Anthology will maintain a listing of all issues with their priority and status. Anthology and Greenville Technical College will validate and research solutions to all reported issues.

The data conversion process begins by extracting data from the legacy systems into the CFC Data Files. The CFC Data files are imported into the Data Conversion Resource Center (DCRC) database through Microsoft SQL Server Integration Services packages (SSIS).

Once the data extracts have been loaded into the DCRC database, the data extract validation process is executed. This process migrates data that passes all defined referential integrity, field level, and logical



data validation checks to the source data tables to convert data from. Check Point One in the Data Conversion Process is these Data Integrity checks.

The next step in the process is to execute the translation table delta process. This process migrates configuration data elements into the translation tables so they can be mapped. The translation tables consist of error reports to verify what has and has not been mapped. These translation table error reports make up Check Point Two of the Data Conversion Process.

Prior to the execution of a data load a backup copy of the production CampusNexus is taken to refresh the CampusNexus data conversion database. System configuration data is read from the convert database to prepare the Stage database. The data load process executes Transact –SQL stored procedures to convert data from the data extract tables, cross reference them with the translation tables, and populate the CampusNexus stage database. Once the conversion process is complete, the new data added to the stage environment will be uploaded to the convert database through SSIS packages. The entire data load process is Check Point Three.

At the end of the data load process a backup copy of the convert database is taken to refresh the train and validation databases. The train database is used for business process validation. The validate database is used for static validation. Check Point Four is the data validation checklist.

Anthology will provide training and validation support to Greenville Technical College on the data validation. The purpose of the data validation process is to confirm and improve the integrity and accuracy of the migrated or entered data. Validation issues may arise from data entry errors, legacy system, data mapping, configuration, or the migration code. Anthology will provide data validation plans and procedures to Greenville Technical College.

As required, Anthology will validate and research solutions to all reported issues which may be migration logic related. During data migration process, Anthology will also provide support to the ongoing data validation processes. Greenville Technical College is responsible for the validation of the migrated data and provision of documented approval of all migrated data. Based on feedback from the validation process, Anthology and Greenville Technical College will maintain a listing of all issues with their priority and status and as required; Anthology and Greenville Technical College will validate and research solutions to all reported issues.

- Service level agreements (SLA) with performance commitments. If appropriate, include industry standard response times and performance requirements for normal business processing and/or critical business processing as appropriate.

Due to the highly varied nature of submitted technical issues, Anthology cannot provide average response times for issues. However, your designated Account Owner in our Client Services department will address all incidents as they are submitted and will escalate Severity 1 and Urgency 1 issues immediately. Escalations may involve senior level resources in Client Services as well as members of other departments, including Development, Hosting, and Professional Services.

For details, please see the sample copy of Master Service Agreement in the appendix of the proposal.

- Offeror should define target percent of system availability up-time and service recovery options for downtime.

CampusNexus provides high availability and uptime to our customers as delivered from the Cloud. CampusNexus includes application uptime Service Level Agreement (SLA) of 99.7% for Premium tier customers. During the previous 40 months, uptime has exceeded all Service Level Agreements. However, exceptions may exist depending on the maintenance being conducted.

The Anthology SaaS shall be accessible to Customer's authorized users 24 hours per day, 7 days a week, excluding scheduled times for maintenance and updates of Anthology SaaS infrastructure software of which Customer will be notified in advance, and any Downtime due to Internet outages resulting from failures reasonably outside the control of Anthology or Anthology's hosting provider, corruption of Internet route information, major connectivity failures within or between providers, or corruption of internet root level DNS services.

- Offeror shall provide an off-site (within the Continental United States) disaster recovery strategy to cover the College from critical systems failure or catastrophic event that would damage or destroy the Data Center and computing equipment.

The proposed solution for the Greenville Technical College will use the Microsoft Azure Cloud with physical presences within the United States. There will be two (2) Azure locations assigned to institution to geo-distribute production, and backup and disaster recovery environments. We are leveraging at least two paired Azure regions (link), which are geographically separated by hundreds of miles and alternate for platform updates. Backups are sent and stored in an encrypted manner at the secondary location. A Service Level Agreement (SLA) of 99.7% uptime is provided with the Premium Tier. In the event there is a disaster, the specific scenario would dictate the recovery time however the Recovery Time Objective is 48 hours for a major outage where all services would need to be recovered at the secondary site. Customer data is stored in the SQL database and custom reporting files on file systems. Our DevOps teams store application and configuration data specific to your environment in Azure DevOps as definitions in each environment pipeline. In the event of a disaster, the target of the pipeline can be changed to the new recovery site and the application quickly redeployed. The SQL databases and files would be mounted, and applications would be recovered. Disaster Recovery testing is conducted today without customer interaction, through test deployments, test restoration of SQL and file data. These practices have been audited as part of our ISO27001 compliance.

- Back-up plans for proposed network, data, and systems outages and disruptions, if appropriate.

Anthology has a fully developed and comprehensive internal business continuity plan. This Business Continuity Plan consists of the information and procedures required to enable recovery from an occurrence that would disable the critical operations of Anthology. These plans are tested and documented as evidences for our ISO 27001 certification.

- Describe Warranties --include all functional, performance, and quality of workmanship warranties.

We have provided a copy of our sample master services agreement for the proposed solution which details the included warranties. This document is in the appendix of this proposal.

- Total cost of ownership --provide anticipated cost of purchasing, owning, operating, maintaining, and supporting the proposed solution for the total potential term of the contract. Include a detailed accounting of the total cost of ownership.

Per these instructions in the RFP document, "Offerors are to submit a Business Proposal as a separate document from the Technical Proposal," please see the separate Business Proposal document for total cost of ownership information.

13. Vendor Qualifications

- Include a discussion of the overall acquired experiences your company, products and services have gained in the higher education industry. Include the total number of customers that use your solution. Indicate the number or percentage of your customers that are higher education institutions. Is your company's sole vertical higher education?

Anthology's CampusNexus suite began over 30 years ago, in the career and technical college market. From those early versions, the current solution grew by working with customers across global higher education. Early flexibility in terms of clock hours, CBE, non-standard and non-traditional programs and students helped to shape a highly configurable solution that meets a broad market need. Our implementation and support teams were able to learn a variety of best practices by working with those career institutions, as well as traditional public and private institutions. Our sole focus is to build solutions to meet the needs of higher education. We are proud to partner with 2,100 customers, with over 95% of our customer base being higher education institutions.

- Please supply your total client list of higher education customers running your total integrated ERP system, detailing the version that is currently in production, the modules that are in production, the number of years that system has been in production along with the contact information for each client.

Due to confidentiality agreements with our clients, the information being requested here is reserved and cannot be readily shared. Please understand, too, that should GTC become an Anthology client, we would treat our relationship with you with the same level of confidentiality as we display here for our current clients. The information requested here may be available via completing a mutual non-disclosure agreement (NDA) with Anthology.

- Provide a description of the top three (3) related customer implementations which most resemble the College, detailing the version that is currently in production, the modules that are in production, the number of years that system has been in production along with the contact information for each client.

Please see our references on the following page.

- The Offeror must be able to provide references for successful conversions to the proposed platform. References should include, but not limited to the following contact information:
 - Client name
 - Client address
 - Contact name
 - Telephone number
 - Email address
 - Brief summary of the project including the date of installation

*Anthology understands GTC's requirement for references that have been successful with our platform and solutions, and we have provided information for four references below. At the same time, we also respect the time and commitment of the leaders at our reference institutions. **We kindly ask that you contact us when you are ready to speak to our references.** Our intention is to manage the outreach to our customers and to help them with the timing. We hope that you understand the value of this to our*

[illegible][illegible][illegible]

Reference #4	
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED]

- What is the number or percentage of your customers that are higher education institutions?
Greater than 95% of our customers are higher education institutions. For those organizations who do not serve higher education, most of are non-profit organizations using our advancement solutions.

V. QUALIFICATIONS

QUALIFICATIONS - SPECIAL STANDARDS OF RESPONSIBILITY (MAR 2015)

(a) This section establishes special standards of responsibility. UNLESS YOU POSSESS THE FOLLOWING MANDATORY MINIMUM QUALIFICATIONS, DO NOT SUBMIT AN OFFER:

- The Student, HR-Payroll, Finance, and Business Intelligence modules (or predecessor versions of those modules) **must** have been in full production at a minimum of five (5) higher education institutions for at least three (3) years.
- Have successfully provided the proposed ERP/SIS system via SaaS or hosted system for a two- or four-year institution of higher education with similar complexity of system integration to Greenville Technical College. (e.g. Include comprehensive HR, Payroll, financial ERP which integrates seamlessly with SIS business operations, and student-facing systems such as common LMS platforms.
- Solution should support South Carolina state requirements such as South Carolina Lottery and other state or federal requirements.

(b) Provide a detailed, narrative statement with adequate information to establish that you meet all the requirements stated in subparagraph (a) above. Include all appropriate documentation. If you intend for us to consider the qualifications of your key personnel, predecessor business(es), or subcontractor(s), explain the relationship between you and such person or entity. [R. 19-445.2125(F)] [05-5010-2]

Greenville Technical College, we at Anthology Inc. are looking forward to portraying how our CampusNexus solution can exceed all of your expectations and requirements. We have taken your mandatory qualifications and responded to them individually below.

- The Student, HR-Payroll, Finance, and Business Intelligence modules (or predecessor versions of those modules) **must** have been in full production at a minimum of five (5) higher education institutions for at least three (3) years.

Yes, Anthology meets this requirement of having at least 5 higher education institutions in full production of the CampusNexus solution for at least three years. Anthology has provided solutions and services to higher education for over thirty years and has been offering the fully integrated CampusNexus solution since 2014. Our fully integrated CampusNexus solution is comprised of a student information system, CRM, business intelligence, HR, Payroll, and financial ERP. In the past five years alone, Anthology has successfully implemented 54 customers on one or more major components of our solution. These customers are comprised of two-year public and four-year private, proprietary, and non-proprietary higher education institutions from various regions.

- Have successfully provided the proposed ERP/SIS system via SaaS or hosted system for a two- or four-year institution of higher education with similar complexity of system integration to Greenville Technical College. (e.g. Include comprehensive HR, Payroll, financial ERP which integrates seamlessly with SIS business operations, and student-facing systems such as common LMS platforms.

Yes, Anthology meets this requirement. Our fully integrated CampusNexus solution, offered since 2014, is a fully SaaS solution offered by our own CampusNexus Cloud. As mentioned above, in the past five years alone, Anthology has successfully implemented 54 customers on one or more major components of our ERP solution. These customers are comprised of two-year public and four-year private, proprietary, and

non-proprietary higher education institutions from various regions. Many of our customers are similar in complexity of system integration to GTC. LMS platforms are one of the most common integrations our customers have with our solution. We offer several packaged integration solutions for higher education's common student-facing system needs like LMS, Payment Gateways, etc.

Anthology has deployed 75 percent of its customers into our cloud platform over the past five years. Looking back over the past two years, 95 percent of our deployments have been into our CampusNexus Cloud.

- Solution should support South Carolina state requirements such as South Carolina Lottery and other state or federal requirements.

Yes, Anthology meets this requirement. Anthology maintains four regulatory releases a year and service bulletins required by the Department of Education. These releases are fully tested and vetted based on the definition provided by the Department of Education. CampusNexus supports all fund source types such as South Carolina Lottery, state and federal requirements. CampusNexus automated awarding and fund sources rules, provides a robust rules engine to support easy to very complex compliance requirements.

QUALIFICATIONS -- REQUIRED INFORMATION (MAR 2015)

Submit the following information or documentation for you and for any subcontractor (at any tier level) that you identify pursuant to the clause titled Subcontractor - Identification. Err on the side of inclusion. You represent that the information provided is complete.

(a) The general history and experience of the business in providing work of similar size and scope.

Anthology is proud of its long history of providing ERP solutions in higher education. Our CampusNexus solution is founded on over three decades of working closely with our customers to provide robust features that support institutions of all sizes and types. Our credibility is proven through our customers success in improving the experience of applicants, students and staff. Our Student Information System is the number 1 selection in competitive opportunities for the past 6 years. The history of our products also reflects the close working partnership with Microsoft. Reliance on the Azure and Microsoft platform enables our teams to focus exclusively on writing code for higher education. Additionally, working with our product advisory groups, with representation from diverse customers from small, private institutions to public, community colleges, and career institutions, enables us to gain insight into a very wide variety of requirements. The result is a solution that is flexible and configurable for those diverse needs.

*The implementation services designed by Anthology are based on the continuous collaboration and feedback we have with our institutions. We execute based on a strategy and a methodology to, not only meet the needs of our customers, but to **exceed beyond expectations** to empower and prepare our customers for tomorrow. Our implementation team not only consists of seasoned practitioners of the higher education industry, but also consists of former strategic leaders, CIOs, Vice Presidents, and even customers who have had more than 20 years on average of implementation experience. This alone does not make us any different than other vendors. What truly sets us apart are the following:*

- *Our team remains current on trends in higher education, and we apply those trends to our implementation methodology to ensure continuous improvement.*

- *The relationships we form with our customers expand far beyond 1 person or a group of individuals, but rather a unified company who forms a bond with its institutions to ensure consistency in delivery, relationship, and growth.*
- *We not only focus on best practices, but rather the best common practices of each of the types of institutions we serve. We understand that higher education is not a “one size fits all”, which is why our business processes are created to support varying higher education delivery models and are based on the common, best practices of each of our institutional types. This is why our models and methodology align to each type of institution from community colleges to 2 year to 4 year to consortiums to institutional systems.*
- *We have responded positively to the COVID-19 challenges by adapting our delivery models even further to fully online as it’s been demanded, we have achieved success by implementing hybrid project management methodologies, leveraging agile and traditional structures.*

(b) Information reflecting the current financial position. Include the most current financial statement and financial statements for the last two fiscal years. If the financial statements have been audited in accordance with the following requirements, provide the audited version of those statements.

[Reference Statement of Financial Accounting Concepts No. 5 (FASB, December, 1984), as amended.]

We have included our most recent financial statements in the appendix of this document.

(c) A detailed, narrative statement listing the three most recent, comparable contracts (including contact information) which have been performed. For each contract, describe how the supplies or services provided are similar to those requested by this solicitation, and how they differ.

Please see the references section for information on our higher education customers that have been successful on the proposed platform.

(d) A list of every business for which supplies or services substantially similar to those sought with this solicitation have been provided, at any time during the past three years.

Due to privacy considerations and confidentiality agreements between Anthology and its customers, we cannot provide a full list of clients. Note that this same level of client confidentiality would be extended to all institutions, including GTC, that select our solution(s).

For this item, we ask that you review the references that we provide in this proposal package as they have provided their consent for such review. Should you require additional references, we invite GTC to contact Anthology at your convenience. Please note that we have also provided a listing of our South Carolina public Higher Education customers as required in the following item below (e).

(e) A list of every South Carolina public body for which supplies or services have been provided at any time during the past three years, if any.

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]

(f) List of failed projects, suspensions, debarments, and significant litigation. [05-5015-2]

None.

Minority Participation

MINORITY PARTICIPATION (DEC 2015)

Is the bidder a South Carolina Certified Minority Business? ☐ Yes ☒ No

Is the bidder a Minority Business certified by another governmental entity? ☐ Yes ☒ No

If so, please list the certifying governmental entity: ____N/A_____

Will any of the work under this contract be performed by a SC certified Minority Business as a subcontractor? ☐ Yes ☒ No

If so, what percentage of the total value of the contract will be performed by a SC certified Minority Business as a subcontractor? ____N/A_____

Will any of the work under this contract be performed by a minority business certified by another governmental entity as a subcontractor? ☐ Yes ☒ No

If so, what percentage of the total value of the contract will be performed by a minority business certified by another governmental entity as a subcontractor? ____N/A_____

If a certified Minority Business is participating in this contract, please indicate all categories for which the Business is certified:

- ☐ Traditional minority
- ☐ Traditional minority, but female
- ☐ Women (Caucasian females)
- ☐ Hispanic minorities
- ☐ DOT referral (Traditional minority)
- ☐ DOT referral (Caucasian female)
- ☐ Temporary certification
- ☐ SBA 8 (a) certification referral
- ☐ Other minorities (Native American, Asian, etc.)

(If more than one minority contractor will be utilized in the performance of this contract, please provide the information above for each minority business.)

The Department of Administration, Division of Small and Minority Business Contracting and Certification, publishes a list of certified minority firms. The Minority Business Directory is available at the following URL:
<http://osmba.sc.gov/directory.html>
[04-4015-3]

SPSAQ

SERVICE PROVIDER SECURITY ASSESSMENT QUESTIONNAIRE

Instructions: (1) Attach additional pages or documents as appropriate and make sure answers cross reference to the questions below. (2) As used in this Questionnaire, the phrase "government information" shall have the meaning defined in the clause titled "Information Security." (3) This Questionnaire must be read in conjunction with both of the following two clauses (a) Service Provider Security Assessment Questionnaire - Required, and (b) Service Provider Security Representation.

1. Describe your policies and procedures that ensure access to government information is limited to only those of your employees and contractors who require access to perform your proposed services.

At the system level, all access to Customer Data is governed by secure documented processes. These processes are audited via the ISO-27001 certification.

Anthology has access to CampusNexus to properly service, monitor, and maintain the application for the GTC. Access is restricted to certain teams with individuals performing a specific operation or support role on an as needed basis and with the least privilege. Access is logged and secured with strong password policies and multi-factor authentication. All access requests are tracked and controlled via a change management process.

2. Describe your disaster recovery and business continuity plans.

Anthology has a fully developed and comprehensive internal business continuity plan. This plan ensures that should our offices be affected by natural or man-made disasters, that we could continue regular business services to our clients without interruption. The corporate business continuity plan is designed to minimize the danger to employees, and the impact of a disruption to customers while ensuring organizational stability and orderly recovery to normal operations. Anthology's Business Continuity Plan along with its Risk Management Program is designed to:

- Assess the risk of loss from various potential disaster events*
- Reduce the risk of loss from disaster events*
- Develop a written plan and procedures to identify the specific actions to be performed before, during and after a disaster event*
- Assure the plan is tested and employees are prepared to carry out the defined activities*

The Corporate Business Continuity Plan consists of the information and procedures required to enable recovery from an occurrence that would disable the critical operations of Anthology Successful recovery consists of:

- Completing and maintaining an up-to-date business continuity plan*
- Training assigned personnel on various aspects of the business continuity plan (business recovery teams)*
- Storing and securing adequate backup materials off site*
- Performing comprehensive tests of the plan*
- Modifying the plan because of the tests*

- *Performing adequate cross-training to reduce reliance on key personnel*
- *Safeguarding vital records*

3. What safeguards and practices do you have in place to vet your employees and contractors who will have access to government information?

Information Security is addressed at the recruitment stage. Anthology performs a standard background that verifies full-time employment history with company, job title, dates, reason for leaving, and eligibility for rehire, as well as a criminal background check using a trusted third-party source. All new employees and third-parties sign nondisclosure agreements on first day of employment. The contract with each employee contains their responsibilities for information security.

4. Describe and explain your security policies and procedures as they relate to your use of your contractors and next-tier sub-contractors.

Before Anthology enters into a third-party relationship, Anthology risk owners must develop a plan to manage the relationship by following the Third-Party Risk Management policy. A risk assessment is performed before contract negotiations to ensure contract clearly defines expectations, obligations, and responsibilities of the third party. Ongoing monitoring of third party is performed to ensure continuous management of third-party relationship.

5. List any reports or certifications that you have from properly accredited third-parties that demonstrate that adequate security controls and assurance requirements are in place to adequately provide for the confidentiality, integrity, and availability of the information systems used to process, store, transmit, and access all government information. (For example, an ISO/IEC 27001 compliance certificate, an AICPA SOC 2 (Type 2) report, or perhaps an AICPA SOC 3 report (i.e., a SysTrust or WebTrust seal)). For each certification, describe the scope of the assessment performed. Will these reports / certifications remain in place for the duration of the contract? Will you provide the state with most recent and future versions of the applicable compliance certificate / audit report?

CampusNexus Cloud's security procedures are certified to the international ISO27001 ([link](#)) security management standard. We have also successfully completed examinations of SOC1 and SOC2 by a licensed independent CPA firm. Those reports may cover Security, Availability, Processing Integrity, Confidentiality, and Privacy of our products and/or services and available under a mutual non-disclosure agreement (MND).

6. Describe the policies, procedures and practices you have in place to provide for the physical security of your data centers and other sites where government information will be hosted, accessed or maintained.

CampusNexus Cloud is built on Microsoft Azure Platform and hosted in the Microsoft Azure data centers in the United States. Microsoft datacenters are located in non-descript buildings that are physically constructed, managed, and monitored 24-hours a day to protect data and services from unauthorized access as well as environmental threats. All data centers are surrounded by a fence with access restricted through badge-controlled gates. Pre-approved deliveries are received in a secure loading bay and are monitored by authorized personnel. Loading bays are physically isolated from information processing facilities.

CCTV is used to monitor physical access to datacenters and the information systems. Cameras are positioned to monitor perimeter doors, facility entrances and exits, interior aisles, caged areas, high-security areas, shipping and receiving, facility external areas such as parking lots and other areas of the facilities.

Microsoft data centers all receive SSAE16/ISAE 3402 Attestation and are ISO 27001 Certified

http://download.microsoft.com/download/C/5/5/C55C7170-9AA0-4187-9A78-C5AE85C8161D/Cloud_Infrastructure_Operational_Excellence_and_Reliability_Strategy_Brief.pdf

7. Will government information be encrypted at rest? Will government information be encrypted when transmitted? Will government information be encrypted during data backups, and on backup media? Please elaborate.

Yes, CampusNexus Cloud deploys data in transit encryption to all services. This means that any client, user, or student connection to portal or application servers is AES256 encrypted using HTTPS (SSL/TLS) standard with 2048-bit key length. All integrations, API, FTPS are encrypted in this manner.

Similarly, CampusNexus Cloud uses AES-256 for all data storage at rest, including all production and archive backup data.

8. Describe safeguards that are in place to prevent unauthorized use, reuse, distribution, transmission, manipulation, copying, modification, access or disclosure of government information.

One of the main initiatives in modernizing today's ERP systems is the protection of customer information. Anthology will, in the operation of its business, remain in compliance with all applicable federal, state, and local laws and all applicable U.S. Department of Education rules. Anthology shall comply with all laws applicable to Anthology's provision of the Anthology SaaS, including applicable security breach notification law and applicable federal and/or provincial laws.

Anthology has partnered with Microsoft to build our solution for Higher Education on the Microsoft Azure platform. All CampusNexus Cloud deployments globally adhere to our security procedures, which are certified to the international ISO27001 security management standard and undergoes an annual SOC 2 examination. The certificate is posted here:

<https://www.campusmanagement.com/documents/Campus-Management-1766513-9.pdf>

This standard includes that all data is encrypted in transit (TLS 1.2), encrypted data while at rest (AES-256), and properly destroyed (NIST 800-88) throughout the lifecycle of the agreement. We have also successfully completed examinations of SOC1 and SOC2 by a licensed independent CPA firm. Those reports may cover Security, Availability, Processing Integrity, Confidentiality, and Privacy of our products and/or services and available under NDA.

In addition, Microsoft Azure complies with both international and industry-specific compliance standards and participates in rigorous third-party audits. Learn more at the Azure Trust Center (<https://www.microsoft.com/en-us/trust-center>).

All SaaS access points are published to the global internet; however, authentication occurs to the institution's Azure Active Directory tenant (already included for Office 365 customers). Using Azure AD Conditional Access (<https://docs.microsoft.com/en-us/azure/active-directory/conditional-access/overview>), Microsoft will perform risk severity calculations obtained for determining events such as: Leaked credentials, Sign-ons from infected devices or suspicious activity via unknown IP addresses and unfamiliar locations, and the nature of user lock-out events. Suspicious log-ons can be assessed and risk-based policies applied in reaction to security breaches of credentials in addition to changing bad credentials or blocking identified attacks. AAD premium tiers provide institutions mechanisms to white-list IP addresses / locations and block access for users accessing a service from specific countries or

regions. Microsoft Azure performs Denial of Service protection at the perimeter network layer, while and security services are provided by CampusNexus Cloud. Customers are responsible for user account access management.

9. What controls are in place to detect security breaches? What system and network activity do you log? How long do you maintain these audit logs?

Please see the section 9 "Security; Data Privacy; Compliance with Laws" in our sample master services agreement. That document is in the appendix of this proposed document.

Note too that Anthology has proactive security tools that automatically alert in the case of a detected security breach, including signature-based detection and behavior-based detection. In addition, Anthology regularly scans system vulnerabilities that proactively detect breaches or openings for potential breaches. While no security tool and procedure are 100% fail proof, we are proud of our excellent security track record, validated by our external ISO 27001 certification.

CampusNexus Cloud supports out-of-the-box logging capabilities within the application. Additional user data will be in the customer's Azure Active Directory. Logs data retention policies and procedures are defined and maintained in accordance to regulatory, statutory, contractual or business requirements

10. How will government information be managed after contract termination? Will government information provided to the Contractor be deleted or destroyed? When will this occur?

GTC own their data and determine the appropriate retention and destruction during the contract term. Upon contract termination, customers are provided 30 days to download a complete data extract in SQL Server backup format of CampusNexus Student data and CSV extracts of CampusNexus Engage and Finance data. After 30 days, all data is deleted from the system following standard practices and the techniques detailed in DoD 5220.22-M ("National Industrial Security Program Operating Manual ") and/or NIST 800-88 ("Guidelines for Media Sanitization") to destroy all customer data. Data is not recoverable after it is deleted.

11. Describe your incident response policies and practices.

At the outset of an incident, the severity of the incident is evaluated. This is done in conjunction with representatives of the affected property or properties. An accurate estimate of the severity of an incident will guide the team in determining the breadth of its communications and formulation of a response strategy. The severity rating of an incident may change as additional information is revealed in an investigation. It is the responsibility of Security Incident Management personnel to update the rating and communicate changes to all stakeholders. Management information security incidents and learning from information security incidents; is covered under the ISO 27001 standards, specifically addressed in Annex A, domain 13.2. For more information, we suggest a review of the publicly available ISO standards for which we are certified.

For additional details, please see the section 9 "Security; Data Privacy; Compliance with Laws" in our sample master services agreement. That document is in the appendix of this proposed document.

12. Identify any third party which will host or have access to government information.

All data belongs to GTC and will not be used in any manner outside of the GTC's purview. Data is shared with Microsoft to support the delivery of the solution.

Please find the signed SPSAQ form on the following page.

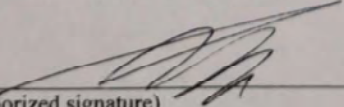
SERVICE PROVIDER SECURITY ASSESSMENT QUESTIONNAIRE

Instructions: (1) Attach additional pages or documents as appropriate and make sure answers cross reference to the questions below. (2) As used in this Questionnaire, the phrase "government information" shall have the meaning defined in the clause titled "Information Security." (3) This Questionnaire must be read in conjunction with both of the following two clauses (a) Service Provider Security Assessment Questionnaire - Required, and (b) Service Provider Security Representation.

1. Describe your policies and procedures that ensure access to government information is limited to only those of your employees and contractors who require access to perform your proposed services.
2. Describe your disaster recovery and business continuity plans.
3. What safeguards and practices do you have in place to vet your employees and contractors who will have access to government information?
4. Describe and explain your security policies and procedures as they relate to your use of your contractors and next-tier sub-contractors.
5. List any reports or certifications that you have from properly accredited third-parties that demonstrate that adequate security controls and assurance requirements are in place to adequately provide for the confidentiality, integrity, and availability of the information systems used to process, store, transmit, and access all government information. (For example, an ISO/IEC 27001 compliance certificate, an AICPA SOC 2 (Type 2) report, or perhaps an AICPA SOC 3 report (i.e., a SysTrust or WebTrust seal)). For each certification, describe the scope of the assessment performed. Will these reports / certifications remain in place for the duration of the contract? Will you provide the state with most recent and future versions of the applicable compliance certificate / audit report?
6. Describe the policies, procedures and practices you have in place to provide for the physical security of your data centers and other sites where government information will be hosted, accessed or maintained.
7. Will government information be encrypted at rest? Will government information be encrypted when transmitted? Will government information be encrypted during data backups, and on backup media? Please elaborate.
8. Describe safeguards that are in place to prevent unauthorized use, reuse, distribution, transmission, manipulation, copying, modification, access or disclosure of government information.
9. What controls are in place to detect security breaches? What system and network activity do you log? How long do you maintain these audit logs?
10. How will government information be managed after contract termination? Will government information provided to the Contractor be deleted or destroyed? When will this occur?
11. Describe your incident response policies and practices.
12. Identify any third party which will host or have access to government information.

Offeror's response to this questionnaire includes any other information submitted with its offer regarding information or data security.

SIGNATURE OF PERSON AUTHORIZED TO REPRESENT THE ACCURACY OF THIS INFORMATION ON BEHALF OF CONTRACTOR:

By: 
(authorized signature)

Its: Anders Nessen
(printed name of person signing above)

CFO
(title of person signing above)

Date: 8/6/2020

SPSAQ (FEB 2015) [09-9025-1]

BUSINESS PROPOSAL

Offerors are to submit a Business Proposal as a separate document from the Technical Proposal. The Business Proposal may include the following considerations:

- (a) Total Cost of Ownership -- What is the anticipated cost of purchasing, owning, leasing, operating, maintaining, and/or supporting the proposed solution for the total potential term of the contract? Provide a detailed accounting. Please provide the payment schedule for product and services.
- (b) Risk Analysis -- What internal or external factors could significantly impact the probability of completing this project on time and within budget?
- (c) Risk Mitigation -- What actions can be taken to mitigate the identified risks?
- (d) Risk Sharing -- Are there opportunities for mutually beneficial risk sharing?
- (e) Performance Incentives -- Are there opportunities for performance-based incentives?

Per the instructions of the RFP, Anthology has submitted the business proposal as a separate document from the Technical Proposal.

Appendix

Contacting Us

We invite you to contact us at your convenience. Your official Anthology contact person is:

Contact Person: Robin Bradley, Regional Sales Manager
Contact Person Info: 864.542.7475 / rbradley@campusmgmt.com

You can also contact us through our corporate channels:

Corporate Phone: 561-923-2500 (North America)
Corporate Email: Proposals@campusmgmt.com
Corporate Web Site: www.campusmanagement.com
FAX: 561-999-0096

Notes

Pricing Expiration Date

The pricing we provide in this proposal is valid until June 30, 2021.

Legal

Anthology recognizes that you may have questions regarding the contract terms and our comments below. We, therefore, look forward to working together in good faith towards final mutually agreeable contracts.

Confidential Information, Trade Secrets, and FOIAs or Similar Requests

This document may contain trade secrets (i.e., proprietary information) and other confidential information. Should any entity other than your organization's proposal evaluation personnel request a copy of this document through the US Freedom of Information Act (FOIA) or through any other means, Anthology respectfully asks that you notify us directly in a timely manner. We will be happy to provide you with a redacted version or an otherwise confidentially marked copy of our proposal for limited distribution. For additional information, please see the disclosure statement that is included in this proposal.

Microsoft Power BI Award Winner

Anthology is a Microsoft 2019 partner of the year finalist in the use of Microsoft's Power BI. The award was in recognition of Anthology's excellence in innovation and implementations based on Microsoft's technology.



EdTech 2020 Breakthrough Award Winner

Anthology is the 2020 winner of EdTech's award for innovation in higher education solutions. The EdTech award honors excellence and recognizes creativity, hard work and success in a range of educational technology categories. EdTech selected Anthology from over 1,500 nominees across twelve countries.



Agreed Upon Functionality and Capabilities

Anthology's solution has the functional capability as specified in this package. However, should you award the contract to Anthology, Anthology will provide only the functional or other capabilities agreed to by the parties in the executed agreement to Greenville Technical College.

Changes in Solution Scope

We understand that the possibility may exist that our proposed solution may need modification based on any new information provided to Anthology by Greenville Technical College after the initial submission of our proposal. Should your organization's project scope change, we invite you to negotiate with us in good faith to address any such changes.

Certified for ISO 27001 Compliance

Microsoft Azure is the platform we use for our CampusNexus Cloud Services. Our cloud services are third-party [certified to comply with ISO 27001](#). ISO 27001 is the global standard for information security management systems.



Product Images

As the development of our products is an ongoing process, the appearance of the product as shown in any screenshots in this document is subject to change.



Sample Master Services Agreement

On the following page, please see a sample copy of our master services agreement for the proposed solution.



VPAT Documentation

On the following page, please see a sample copy of our VPAT documentation.

Anthology aims to provide products built with accessibility standards in mind. We are committed to ensuring that our products accommodate a diverse set of users and circumstances. Our products are designed and developed in accordance with the latest internationally recognized Web Content Accessibility (WCAG) Guidelines Level AA as well as the Section 508 standards in the United States. We conduct regular audits of our software to ensure the latest accessibility standards are met and maintained. Conformance of our products is documented in the Accessibility Conformance Report (ACR) which can be provided upon request.



Accessibility Conformance Report

VPAT® Version 2.3 – December 2018

Name of Product: The Web Client for CampusNexus® Student 21.0

Date: November 6, 2019

Contact information: accessibility@campusmgmt.com

Evaluation Methods Used: Manual and automated testing

Applicable Standards/Guidelines

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A <input checked="" type="checkbox"/> Level AA <input checked="" type="checkbox"/> Level AAA
Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	No
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017	YES
Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	NO

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 — 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 — 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Testing Tools

The following tools and/or tool types were used as part of this accessibility assessment:

Test Tools: DHS Trusted Tester, Manual Process based on IAAP WAS Testing Methods and recommended AT tools. Color Contrast Analyzer (CCA)

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	The CampusNexus Student application has alternative text for non-text content.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Not Applicable	The CampusNexus Student application does not have prerecorded audio and video.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Not Applicable	The CampusNexus Student application does not have prerecorded video.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Not Applicable	The CampusNexus Student application does not have prerecorded audio and video.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	The CampusNexus Student application pages have logical structure.
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	The CampusNexus Student application meets this requirement. The visual content is similar to the programmatic order.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	The CampusNexus Student application meets this requirement. The application does not have instructions that rely solely on sensory characteristics.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)/(Software) 	Supports	The CampusNexus Student application meets this requirement. The application does not use color alone to convey meaning of information.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)/(Software) 	Not Applicable	The CampusNexus Student application does not have audio.
<u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)/(Software) 	Partially Supports	The CampusNexus Student application has some functionality that is not accessible by a keyboard. Tree menu in left navigation for Configuration, Processes, Settings and Views cannot be navigated with a keyboard. Bug 1005566 The left filter panel can be closed with a keyboard but it cannot be opened with a keyboard. Bug 1005567
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)/(Software) 	Supports	The CampusNexus Student application meets this requirement. The application does not have a keyboard trap.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)/(Software) 	Not Applicable	The CampusNexus Student application does not require a timed response.
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)/(Software) 	Not Applicable	The CampusNexus Student application does not have content that blinks or scrolls automatically.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508	Supports	The CampusNexus Student application meets this requirement. The application does not have content that flashes more than three times per second.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) <p>2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 	Partially Supports	The CampusNexus Student application has a skip to content link on each page. The skip to main content link jumps to the search box instead of skipping over the repeating navigation block and header. Bug ID 767293.
<p>2.4.2 Page Titled (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	The CampusNexus Student application meets this requirement. The application provides a title on each page.
<p>2.4.3 Focus Order (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	The CampusNexus Student application meets this requirement. The application has a focus order that makes sense on all ui elements.
<p>2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	The CampusNexus Student application has links that have meaningful text.
<p>2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p>2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p>2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p>2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p>3.1.1 Language of Page (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Does Not Support	The CampusNexus Student application does not meet this requirement. The application does not indicate the language of the page through the use of the lang attribute on the HTML element. Bug 1005524

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)/(Software) 	Supports	The CampusNexus Student application meets this requirement. The application does not change context on focus of its components.
<u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)/(Software) 	Supports	The CampusNexus Student application meets this requirement. The application does not change context when the settings of a control has changed.
<u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)/(Software) 	Partially Supports	The CampusNexus Student application has some error identifiers that cannot be found using a keyboard or read using a screen reader. ** Notifier in top right needs role="alert" added. Bug ID 767294.
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)/(Software) 	Partially Supports	The CampusNexus Student application meets this requirement. The application provides labels or instructions for input when needed. Some form elements in the filter panel do not have the label associated. Bug 1005465
<u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)/(Software) 	Supports	The CampusNexus Student application meets this requirement. The application has complete, syntactic markup.
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)/(Software) 	Partially Supports	The CampusNexus Student application has opportunities to improve the usage of ARIA to notify Assistive technology. Some form fields are missing proper name, role, and value, mainly drop-down lists. Bug ID 767292.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Not Applicable	The CampusNexus Student application does not have live real-time video presentations.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Not Applicable	The CampusNexus Student application does not have prerecorded audio.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Partially Supports	The CampusNexus Student application partially meets this requirement. The application has a few ui elements that do not meet the required contrast ratios. Bug 1006009
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	The CampusNexus Student application meets this requirement. The text can be resized to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	The CampusNexus Student application meets this requirement. The application has one image of text, the logo, and it has alternative text.
1.4.10 Reflow (Level AA 2.1 only) Also applies to:	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<u>1.4.12 Text Spacing</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 	Supports	The CampusNexus Student application meets this requirement. The application has more than one way to access the pages.
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	The CampusNexus Student application meets this requirement. The application has headings and labels that are descriptive.
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Partially Supports	The CampusNexus Student application has a visible focus on most operable user interface elements. Some form elements in the filter panel do not receive the focus indicator. 1005465
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	The CampusNexus Student application meets this requirement. The application does not change the language in parts of the page.
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 	Supports	The CampusNexus Student application meets this requirement. The application has navigation repeated consistently on multiple web pages.
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to:	Supports	The CampusNexus Student application meets this requirement. The application has components that are

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 		used consistently across pages.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	The CampusNexus Student application meets this requirement. The application has descriptive error messages.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Not Applicable	The CampusNexus Student application does not have pages that have legal and financial commitments.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	

Table 3: Success Criteria, Level AAA

Notes: The CampusNexus Student application has not been evaluated against this criterion.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: Based on VPAT 2.3 Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	See VPAT Above for more thorough detailing of issues
302.2 With Limited Vision	Supports	See VPAT
302.3 Without Perception of Color	Supports	See VPAT
302.4 Without Hearing	Supports	See VPAT
302.5 With Limited Hearing	Supports	See VPAT
302.6 Without Speech	Supports	See VPAT
302.7 With Limited Manipulation	Does Not Support	See VPAT Above for more thorough detailing of issues
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	See VPAT Above for more thorough detailing of issues

Chapter 4: Hardware

Notes: Hardware requirement do not apply to the product

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.2.1 User Control of Accessibility Features	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.2.2 No Disruption of Accessibility Features	Not Applicable	The CampusNexus Student application is designed to be isolated from the underlying platform.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.3.2 Modification of Object Information	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.3.3 Row, Column, and Headers	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.3.4 Values	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.3.5 Modification of Values	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.3.6 Label Relationships	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.3.7 Hierarchical Relationships	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.3.8 Text	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.3.9 Modification of Text	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.3.10 List of Actions	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.3.11 Actions on Objects	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.3.12 Focus Cursor	Not Applicable	The CampusNexus Student application is not a platform or does not have access to platform accessibility features.
502.3.13 Modification of Focus Cursor	Not Applicable	The CampusNexus Student application does not allow the focus to be set by the user.
502.3.14 Event Notification	Not Applicable	The CampusNexus Student application has opportunities to

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	Not Applicable	improve the usage of ARIA to notify Assistive Technology. The CampusNexus Student application is not a platform and does not have access to platform accessibility features.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	The CampusNexus Student application is designed to be isolated from the underlying platform.
503.3 Alternative User Interfaces	Not Applicable	The CampusNexus Student application does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The CampusNexus Student application does not have multi-media.
503.4.2 Audio Description Controls	Not Applicable	The CampusNexus Student application does not have multi-media.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The CampusNexus Student application is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The CampusNexus Student application is not an authoring tool.
504.3 Prompts	Not Applicable	The CampusNexus Student application is not an authoring tool.
504.4 Templates	Not Applicable	The CampusNexus Student application is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	The CampusNexus Student application does not have accessibility features built-

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	See WCAG 2.x section	in. See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Documentation is provided in electronic formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The CampusNexus Student application does not have accessibility features built-in.
603.3 Accommodation of Communication Needs		CampusNexus Student application customers have access to electronic support through mailto:support@campusmgmt.com
	Supports	They can also call 1 800-483-9106
		A CampusNexus Student application support analyst will respond to technical issues according to the standard service request process.

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Accessibility Compliance Report

Based on Voluntary Product Accessibility Template® (VPAT®)

VPAT® Version 2.4 – March 2020

Name of Product/Version: CampusNexus Portal (Applicant, Student, Faculty & Employer) 21.x

Date: September 9, 2020

Contact information: accessibility@campusmgmt.com

Evaluation Methods Used: DHS Trusted Tester with AXE, ANDI and keyboard.

Applicable Standards/Guidelines:

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable(N/A):** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.1.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Several images and icons do not have accessible text associated with them
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	N/A	
1.2.2 Captions (Prerecorded) (Level A)	N/A	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	N/A	
1.3.1 Info and Relationships (Level A)	Partially Supports	Heading levels are skipped or used incorrectly
1.3.2 Meaningful Sequence (Level A)	Supports	Elements are in a meaningful sequence on pages
1.3.3 Sensory Characteristics (Level A)	Supports	No one sense is used for instructions
1.4.1 Use of Color (Level A)	Supports	Color is not solely used to represent meaning
1.4.2 Audio Control (Level A)	N/A	
2.1.1 Keyboard (Level A)	Partially Supports	Several elements cannot be found using a keyboard
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard trap present
2.1.4 Character Key Shortcuts (Level A 2.1)	N/A	The application does not have single key shortcuts.
2.2.1 Timing Adjustable (Level A)	N/A	
2.2.2 Pause, Stop, Hide (Level A)	N/A	
2.3.1 Three Flashes or Below Threshold (Level A)	N/A	Nothing flashes
2.4.1 Bypass Blocks (Level A)	Supports	Invisible skip link is present to bypass large chunks of navigational content
2.4.2 Page Titled (Level A)	Partially Supports	All pages have the same title, titles should be unique
2.4.3 Focus Order (Level A)	Supports	Focus order follows DOM order
2.4.4 Link Purpose (In Context) (Level A)	Supports	Links have meaningful names
2.5.1 Pointer Gestures (Level A 2.1)	N/A	The application does not have multipoint or path based gestures.
2.5.2 Pointer Cancellation (Level A 2.1)	Supports	The application does not activate functionality on the up event.
2.5.3 Label in Name (Level A 2.1)	Supports	The accessible name matches the visible name on components.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1)	N/A	The application does not require motion sensor input
3.1.1 Language of Page (Level A)	Does Not Support	Language of page is not present
3.2.1 On Focus (Level A)	Supports	Nothing changes on focus
3.2.2 On Input (Level A)	Supports	Nothing changes on input
3.3.1 Error Identification (Level A)	Supports	Errors are visible and can be found using assistive technologies
3.3.2 Labels or Instructions (Level A)	Partially Supports	Some elements missing appropriate associated label
4.1.1 Parsing (Level A)	Supports	
4.1.2 Name, Role, Value (Level A)	N/A	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	N/A	
1.2.5 Audio Description (Prerecorded) (Level AA)	N/A	
1.3.4 Orientation (Level AA 2.1)	Supports	The application does not lock orientation.
1.3.5 Identify Input Purpose (Level AA 2.1)	N/A	The application does not support auto complete on forms.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Minimum contrast is met on some items
1.4.4 Resize text (Level AA)	Supports	Text can be resized
1.4.5 Images of Text (Level AA)	N/A	
1.4.10 Reflow (Level AA 2.1)	Supports	The application does not loose content or functionality at 400%.
1.4.11 Non-text Contrast (Level AA 2.1)	Supports	The application has a contrast ratio of 3:1 for non-text elements.
1.4.12 Text Spacing (Level AA 2.1)	Supports	The application does cut off content when spacing is adjusted in CSS.
1.4.13 Content on Hover or Focus (Level AA 2.1)	N/A	The application does not close hovered content until the user dismisses it.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA)	Supports	Multiple methods to navigate pages are available
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels are correct
2.4.7 Focus Visible (Level AA)	Partially Supports	Several elements missing visual focus indicator, or indicator is not robust
2.4.11 Focus Visible Enhanced (Level AA)	N/A	Several elements missing visual focus indicator, or indicator is not robust
3.1.2 Language of Parts (Level AA)	N/A	
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation is consistent
3.2.4 Consistent Identification (Level AA)	Supports	Identification is consistent
3.3.3 Error Suggestion (Level AA)	Supports	Error suggestions are understandable and robust
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	N/A	Not a legal or financial transaction
4.1.3 Status Messages (Level AA 2.1)	Does Not Support	The application does not identify role="alert" on status messages.

Table 3: Success Criteria, Level AAA

Notes: The CampusNexus Portal application has not been evaluated against this criterion.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Notes: Based on ACR 2.4 Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	See ACR
302.2 With Limited Vision	Does Not Support	See ACR
302.3 Without Perception of Color	Does Not Support	See ACR
302.4 Without Hearing	Supports	See ACR
302.5 With Limited Hearing	Supports	See ACR
302.6 Without Speech	Does Not Support	See ACR
302.7 With Limited Manipulation	Does Not Support	See ACR
302.8 With Limited Reach and Strength	Does Not Support	See ACR
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	See ACR

Chapter 4: Hardware

Notes: Hardware requirement do not apply to the product

Chapter 5: Software

Notes: Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.2.2 No Disruption of Accessibility Features	Not Applicable	The CampusNexus Portal application is designed to be isolated from the underlying platform.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.3.2 Modification of Object Information	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.3.3 Row, Column, and Headers	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.3.4 Values	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.3.5 Modification of Values	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.3.6 Label Relationships	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.3.7 Hierarchical Relationships	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.3.8 Text	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.3.9 Modification of Text	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.3.10 List of Actions	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.3.11 Actions on Objects	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.3.12 Focus Cursor	Not Applicable	The CampusNexus Portal application is not a platform or does not have access to platform accessibility features.
502.3.13 Modification of Focus Cursor	Not Applicable	The CampusNexus Portal application does not allow the focus to be set by the user.
502.3.14 Event Notification	Not Applicable	The CampusNexus Portal application has opportunities to improve the usage of ARIA to notify Assistive Technology.
502.4 Platform Accessibility Features	Not Applicable	The CampusNexus Portal application is not a platform and does not have access to platform accessibility features.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	The CampusNexus Portal application is designed to be isolated from the underlying platform.

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not Applicable	The CampusNexus Portal application does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The CampusNexus Portal application does not have multi-media.
503.4.2 Audio Description Controls	Not Applicable	The CampusNexus Portal application does not have multi-media.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The CampusNexus Portal application is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The CampusNexus Portal application is not an authoring tool.
504.3 Prompts	Not Applicable	The CampusNexus Portal application is not an authoring tool.
504.4 Templates	Not Applicable	The CampusNexus Portal application is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	The CampusNexus Portal application does not have accessibility features built-in.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Documentation is provided in electronic formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The CampusNexus Portal application does not have accessibility features built-in.
603.3 Accommodation of Communication Needs	Supports	CampusNexus Portal application customers have access to electronic

Criteria	Conformance Level	Remarks and Explanations
		<p>support through mailto:support@campusmgmt.com</p> <p>They can also call 1 800-483-9106</p> <p>A CampusNexus Portal application support analyst will respond to technical issues according to the standard service request process.</p>

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Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: CampusNexus® Occupation Insight

Date: 10/08/2018

Contact information: accessibility@campusmgmt.com

Evaluation Methods Used: DHS Trusted Tester, Manual Testing

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1, at https://www.w3.org/TR/WCAG21/	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes / No)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	(Yes / No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports With Exceptions Electronic Docs: Software: Closed: Authoring Tool:	Web: All CampusNexus OI controlled non-text content meet criteria. Power BI elements may have issues. Electronic Docs: Software: Closed: Authoring Tool:
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: N/A Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.3 (Web) 10.2.3 (non-web document) 11.2.1.3 (Software) 11.2.2.3 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: N/A Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4 (Web) 10.2.4 (non-web document) 11.2.1.4 (Software) 11.2.2.4 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: N/A Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Software:	Web: Electronic Docs: Software:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.2.7 (Web) 10.2.7 (non-web document) 11.2.1.7 (Software) 11.2.2.7 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Closed: Authoring Tool:</p>	<p>Closed: Authoring Tool:</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.8 (Web) 10.2.8 (non-web document) 11.2.1.8 (Software) 11.2.2.8 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.2.9 (Closed Software) – Does not apply 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.10 (Web) 10.2.10 (non-web document) 11.2.1.10 (Software) 11.2.2.10 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.11 (Web) 10.2.11 (non-web document) 11.2.1.11 (Software) 11.2.2.11 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: N/A Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.15 (Web) 10.2.15 (non-web document) 11.2.1.15 (Software) 11.2.2.15 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.16 (Web) 10.2.16 (non-web document) 11.2.1.16 (Software) 11.2.2.16 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria	Web: N/A Electronic Docs: Software:	Web: Electronic Docs: Software:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.2.17 (Web) 10.2.17 (non-web document) 11.2.1.17 (Software) 11.2.2.17 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Authoring Tool:	Authoring Tool:
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.18 (Web) 10.2.18 (non-web document) 11.2.1.18 (Software) 11.2.2.18 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: N/A Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.19 (Web) 10.2.19 (non-web document) 11.2.1.19 (Software) 11.2.2.19 (Closed Software) – Does not apply 	Web: N/A Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.20 (Web) 10.2.20 (non-web document) – Does not apply 11.2.1.20 (Software) – Does not apply 11.2.2.20 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports with exceptions Electronic Docs: Software: Authoring Tool:	Web: CampusNexus OI does not have top-level menu navigation, and does not require skip to main content button as it would be unnecessary. Electronic Docs: Software: Authoring Tool:
<u>2.4.2 Page Titled</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.21 (Web) 10.2.21 (non-web document) 11.2.1.21 (Software) – Does not apply 11.2.2.21 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.22 (Web) 10.2.22 (non-web document) 11.2.1.22 (Software) 11.2.2.22 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Software:</p> <p>Authoring Tool:</p> <p>Web: Electronic Docs: Software: Authoring Tool:</p>	
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.23 (Web) 10.2.23 (non-web document) 11.2.1.23 (Software) 11.2.2.23 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Not Supported</p> <p>Electronic Docs: Software: Authoring Tool:</p> <p>Web: Two links (refresh, and help) do not have adequate text relaying their purpose. Bug ID 835771.</p> <p>Electronic Docs: Software: Authoring Tool:</p>	
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Web: Supports</p> <p>Electronic Docs: Software:</p>	<p>Web: Electronic Docs: Software:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.2.27 (Web) 10.2.27 (non-web document) 11.2.1.27 (Software) 11.2.2.27 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Closed: Authoring Tool:</p>	<p>Closed: Authoring Tool:</p>
<p><u>3.2.1 On Focus (Level A)</u></p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.29 (Web) 10.2.29 (non-web document) 11.2.1.29 (Software) 11.2.2.29 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>3.2.2 On Input (Level A)</u></p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.30 (Web) 10.2.30 (non-web document) 11.2.1.30 (Software) 11.2.2.30 (Closed Software) – Does not apply 	<p>Web: Not Supported Electronic Docs: Software: Authoring Tool:</p>	<p>Web: About Pop-up creates a new pane that is not alerted to. Bug ID 835782. Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.33 (Web) 10.2.33 (non-web document) 11.2.1.33 (Software) 11.2.2.33 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.34 (Web) 10.2.34 (non-web document) 11.2.1.34 (Software) 11.2.2.34 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Not Supported Electronic Docs: Software: Authoring Tool:	Web: Checkboxes do not have adequate labels or instructions. Bug ID 835763. Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>4.1.1 Parsing (Level A)</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.37 (Web) 10.2.37 (non-web document) 11.2.1.37 (Software) 11.2.2.37 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:
<u>4.1.2 Name, Role, Value (Level A)</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.38 (Web) 10.2.38 (non-web document) 11.2.1.38 (Software) 11.2.2.38 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Supported Electronic Docs: Software: Closed: Authoring Tool:	Web: Checkboxes do not have proper names Electronic Docs: Software: Closed: Authoring Tool:

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: N/A Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: N/A Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.12 (Web) 10.2.12 (non-web document) 11.2.1.12 (Software) 11.2.2.12 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Supported Electronic Docs: Software: Authoring Tool:	Web: The cancel buttons do not meet the required 4.5:1 contrast ratio between background color and foreground color text. Bug ID 835775. Electronic Docs: Software: Authoring Tool:
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.13 (Web) 10.2.13 (non-web document) 11.2.1.13 (Software) 11.2.2.13 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.14 (Web) 10.2.14 (non-web document) 	Web: N/A Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.2.1.14 (Software) 11.2.2.14 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.24 (Web) 10.2.24 (non-web document) – Does not apply 11.2.1.24 (Software) – Does not apply 11.2.2.24 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports With Exceptions</p> <p>Electronic Docs: Software:</p> <p>Authoring Tool:</p>	<p>Web: Website is so small and simple to navigate that there is no need for a second method of navigation.</p> <p>Electronic Docs: Software: Authoring Tool:</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.25 (Web) 10.2.25 (non-web document) 11.2.1.25 (Software) 11.2.2.25 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Software:</p> <p>Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.26 (Web) 10.2.26 (non-web document) 11.2.1.26 (Software) 11.2.2.26 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports with Exceptions Electronic Docs: Software: Authoring Tool:	Web: Focus is visible on all Campus Management elements, but focus is not clear within Power BI frames. Electronic Docs: Software: Authoring Tool:
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.28 (Web) 10.2.28 (non-web document) 11.2.1.28 (Software) – Does not apply 11.2.2.28 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.32 (Web) • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.35 (Web) • 10.2.35 (non-web document) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.2.1.35 (Software) 11.2.2.35 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.36 (Web) 10.2.36 (non-web document) 11.2.1.36 (Software) 11.2.2.36 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: N/A Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

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WCAG 2.1 Level AA Accessibility Compliance for CampusNexus Occupation Insight (08-OCT-2018)

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Accessibility Compliance Report

Based on Voluntary Product Accessibility Template® (VPAT®)

VPAT® Version 2.4 – March 2020

Name of Product/Version: CampusNexus® Engage Portal 2.0
Date: September 23, 2020
Contact information: accessibility@campusmgmt.com
Evaluation Methods Used: DHS Trusted Tester Process, AXE core, ANDI and keyboard

Applicable Standards/Guidelines:

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable(N/A):** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.1.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Several images and icons do not have accessible text associated with them
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	N/A	
1.2.2 Captions (Prerecorded) (Level A)	N/A	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	N/A	
1.3.1 Info and Relationships (Level A)	Partially Supports	Heading levels are skipped or used incorrectly
1.3.2 Meaningful Sequence (Level A)	Supports	Elements are in a meaningful sequence on pages
1.3.3 Sensory Characteristics (Level A)	N/A	No one sense is used for instructions
1.4.1 Use of Color (Level A)	Supports	Color is used in a numbering system that would make it impossible to understand without color
1.4.2 Audio Control (Level A)	N/A	
2.1.1 Keyboard (Level A)	Supports	Several elements cannot be found using a keyboard
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard trap present
2.1.4 Character Key Shortcuts (Level A 2.1)	N/A	The application does not have single key shortcuts.
2.2.1 Timing Adjustable (Level A)	N/A	
2.2.2 Pause, Stop, Hide (Level A)	N/A	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Nothing flashes
2.4.1 Bypass Blocks (Level A)	Does Not Support	No skip link or other method to bypass large chunks of navigational content
2.4.2 Page Titled (Level A)	Supports	Several pages missing appropriate page title
2.4.3 Focus Order (Level A)	Partially Supports	Focus order follows DOM order
2.4.4 Link Purpose (In Context) (Level A)	Supports	Links have meaningful names
2.5.1 Pointer Gestures (Level A 2.1)	N/A	The application does not have multipoint or path based gestures.
2.5.2 Pointer Cancellation (Level A 2.1)	N/A	The application does not activate functionality on the up event.
2.5.3 Label in Name (Level A 2.1)	Supports	The accessible name matches the visible name on components.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1)	N/A	The application does not require motion sensor input.
3.1.1 Language of Page (Level A)	Supports	Language of page is present
3.2.1 On Focus (Level A)	Supports	Nothing changes on focus
3.2.2 On Input (Level A)	Supports	Nothing changes on input
3.3.1 Error Identification (Level A)	Partially Supports	Several pages have errors that are hard to find; cannot be found using a keyboard; not accessible using assistive technologies
3.3.2 Labels or Instructions (Level A)	Partially Supports	Some elements missing appropriate associated label
4.1.1 Parsing (Level A)	Supports	
4.1.2 Name, Role, Value (Level A)	N/A	Several elements missing appropriate ARIA attributes

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	N/A	
1.2.5 Audio Description (Prerecorded) (Level AA)	N/A	
1.3.4 Orientation (Level AA 2.1)	N/A	The application does not lock orientation.
1.3.5 Identify Input Purpose (Level AA 2.1)	N/A	The application does not support auto complete on forms.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Minimum contrast met
1.4.4 Resize text (Level AA)	Supports	Text can be resized
1.4.5 Images of Text (Level AA)	N/A	
1.4.10 Reflow (Level AA 2.1)	Supports	The application does not loose content or functionality at 400%.
1.4.11 Non-text Contrast (Level AA 2.1)	Partially Supports	The application has a contrast ratio of 3:1 for non-text elements.
1.4.12 Text Spacing (Level AA 2.1)	Supports	The application does cut off content when spacing is adjusted in CSS.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1)	N/A	The application does not close hovered content until the user dismisses it.
2.4.5 Multiple Ways (Level AA)	Supports	Multiple methods to navigate pages
2.4.6 Headings and Labels (Level AA)	Partially Supports	Headings and labels are correct
2.4.7 Focus Visible (Level AA)	Partially Supports	Several elements missing visual focus indicator, or indicator is not robust
2.4.11 Focus Visible Enhanced (Level AA)		Several elements missing visual focus indicator, or indicator is not robust
3.1.2 Language of Parts (Level AA)	N/A	
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation is consistent
3.2.4 Consistent Identification (Level AA)	Supports	Identification is consistent
3.3.3 Error Suggestion (Level AA)	Partially Supports	Error suggestions are understandable and robust
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	N/A	No loss of data
4.1.3 Status Messages (Level AA 2.1)	Partially Supports	The application identified roles on status messages.

Table 3: Success Criteria, Level AAA

Notes: The CampusNexus Engage Portal application has not been evaluated against this criterion.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Notes: Based on ACR 2.4 Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	See ACR
302.2 With Limited Vision	Does Not Support	See ACR
302.3 Without Perception of Color	Does Not Support	See ACR
302.4 Without Hearing	Supports	See ACR
302.5 With Limited Hearing	Supports	See ACR
302.6 Without Speech	Does Not Support	See ACR
302.7 With Limited Manipulation	Does Not Support	See ACR
302.8 With Limited Reach and Strength	Does Not Support	See ACR
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	See ACR

Chapter 4: Hardware

Notes: Hardware requirement do not apply to the product

Chapter 5: Software

Notes: Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.2.2 No Disruption of Accessibility Features	Not Applicable	The CampusNexus Engage Portal application is designed to be isolated from the underlying platform.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.3.2 Modification of Object Information	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.3.3 Row, Column, and Headers	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.3.4 Values	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.3.5 Modification of Values	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.3.6 Label Relationships	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.3.7 Hierarchical Relationships	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.3.8 Text	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.3.9 Modification of Text	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.3.10 List of Actions	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.3.11 Actions on Objects	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.3.12 Focus Cursor	Not Applicable	The CampusNexus Engage Portal application is not a platform or does not have access to platform accessibility features.
502.3.13 Modification of Focus Cursor	Not Applicable	The CampusNexus Engage Portal application does not allow the focus to be set by the user.
502.3.14 Event Notification	Not Applicable	The CampusNexus Engage Portal application has opportunities to improve the usage of ARIA to notify Assistive Technology.
502.4 Platform Accessibility Features	Not Applicable	The CampusNexus Engage Portal application is not a platform and does not have access to platform accessibility features.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	The CampusNexus Engage Portal application is designed to be isolated from the underlying platform.

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not Applicable	The CampusNexus Engage Portal application does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The CampusNexus Engage Portal application does not have multi-media.
503.4.2 Audio Description Controls	Not Applicable	The CampusNexus Engage Portal application does not have multi-media.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The CampusNexus Engage Portal application is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The CampusNexus Engage Portal application is not an authoring tool.
504.3 Prompts	Not Applicable	The CampusNexus Engage Portal application is not an authoring tool.
504.4 Templates	Not Applicable	The CampusNexus Engage Portal application is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	The CampusNexus Engage Portal application does not have accessibility features built-in.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Documentation is provided in electronic formats.

Criteria	Conformance Level	Remarks and Explanations
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The CampusNexus Engage Portal application does not have accessibility features built-in.
603.3 Accommodation of Communication Needs	Supports	<p>CampusNexus Engage Portal application customers have access to electronic support through mailto:support@campusmgmt.com</p> <p>They can also call 1 800-483-9106</p> <p>A CampusNexus Engage Portal application support analyst will respond to technical issues according to the standard service request process.</p>

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Accessibility Compliance Report

Based on Voluntary Product Accessibility Template® (VPAT®)

VPAT® Version 2.4 – March 2020

Name of Product/Version: CampusNexus® Engage 2.0

Date: June 23, 2020

Contact information: accessibility@campusmgmt.com

Evaluation Methods Used: DHS Trusted Tester, Manual Process based on IAAP WAS Testing Methods and recommended AT tools.

Applicable Standards/Guidelines:

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable(N/A):** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.1.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Does Not Support	Several images and icons do not have accessible text associated with them
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	N/A	
1.2.2 Captions (Prerecorded) (Level A)	N/A	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	N/A	
1.3.1 Info and Relationships (Level A)	Does Not Support	Heading levels are skipped or used incorrectly
1.3.2 Meaningful Sequence (Level A)	Supports	Elements are in a meaningful sequence on pages
1.3.3 Sensory Characteristics (Level A)	Supports	No one sense is used for instructions
1.4.1 Use of Color (Level A)	Does Not Support	Color is used in a numbering system that would make it impossible to understand without color
1.4.2 Audio Control (Level A)	N/A	
2.1.1 Keyboard (Level A)	Does Not Support	Several elements cannot be found using a keyboard
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard trap present
2.1.4 Character Key Shortcuts (Level A 2.1)	N/A	The application does not have single key shortcuts.
2.2.1 Timing Adjustable (Level A)	N/A	
2.2.2 Pause, Stop, Hide (Level A)	N/A	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Nothing flashes
2.4.1 Bypass Blocks (Level A)	Does Not Support	No skip link or other method to bypass large chunks of navigational content
2.4.2 Page Titled (Level A)	Does Not Support	Several pages missing appropriate page title
2.4.3 Focus Order (Level A)	Supports	Focus order follows DOM order
2.4.4 Link Purpose (In Context) (Level A)	Supports	Links have meaningful names
2.5.1 Pointer Gestures (Level A 2.1)	N/A	The application does not have multipoint or path based gestures.
2.5.2 Pointer Cancellation (Level A 2.1)	N/A	The application does not activate functionality on the up event.
2.5.3 Label in Name (Level A 2.1)	Supports	The accessible name matches the visible name on components.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1)	N/A	The application does not require motion sensor input.
3.1.1 Language of Page (Level A)	Supports	Language of page is present
3.2.1 On Focus (Level A)	Supports	Nothing changes on focus
3.2.2 On Input (Level A)	Supports	Nothing changes on input
3.3.1 Error Identification (Level A)	Does Not Support	Several pages have errors that are hard to find; cannot be found using a keyboard; not accessible using assistive technologies
3.3.2 Labels or Instructions (Level A)	Does Not Support	Some elements missing appropriate associated label
4.1.1 Parsing (Level A)	Supports	
4.1.2 Name, Role, Value (Level A)	Does Not Support	Several elements missing appropriate ARIA attributes

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	N/A	
1.2.5 Audio Description (Prerecorded) (Level AA)	N/A	
1.3.4 Orientation (Level AA 2.1)	N/A	The application does not lock orientation.
1.3.5 Identify Input Purpose (Level AA 2.1)	N/A	The application does not support auto complete on forms.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Minimum contrast met
1.4.4 Resize text (Level AA)	Supports	Text can be resized
1.4.5 Images of Text (Level AA)	N/A	
1.4.10 Reflow (Level AA 2.1)	Supports	The application does not loose content or functionality at 400%.
1.4.11 Non-text Contrast (Level AA 2.1)	Supports	The application has a contrast ratio of 3:1 for non-text elements.
1.4.12 Text Spacing (Level AA 2.1)	Supports	The application does cut off content when spacing is adjusted in CSS.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1)	Supports	The application does not close hovered content until the user dismisses it.
2.4.5 Multiple Ways (Level AA)	Supports	Multiple methods to navigate pages
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels are correct
2.4.7 Focus Visible (Level AA)	Does Not Support	Several elements missing visual focus indicator, or indicator is not robust
2.4.11 Focus Visible Enhanced (Level AA)	Does Not Support	Several elements missing visual focus indicator, or indicator is not robust
3.1.2 Language of Parts (Level AA)	N/A	
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation is consistent
3.2.4 Consistent Identification (Level AA)	Supports	Identification is consistent
3.3.3 Error Suggestion (Level AA)	Supports	Error suggestions are understandable and robust
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	No loss of data
4.1.3 Status Messages (Level AA 2.1)	Supports	The application identified roles on status messages.

Table 3: Success Criteria, Level AAA

Notes: The CampusNexus Engage application has not been evaluated against this criterion.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Notes: Based on ACR 2.4 Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	See ACR
302.2 With Limited Vision	Does Not Support	See ACR
302.3 Without Perception of Color	Does Not Support	See ACR
302.4 Without Hearing	Supports	See ACR
302.5 With Limited Hearing	Supports	See ACR
302.6 Without Speech	Does Not Support	See ACR
302.7 With Limited Manipulation	Does Not Support	See ACR
302.8 With Limited Reach and Strength	Does Not Support	See ACR
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	See ACR

Chapter 4: Hardware

Notes: Hardware requirement do not apply to the product

Chapter 5: Software

Notes: Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.2.2 No Disruption of Accessibility Features	Not Applicable	The CampusNexus Engage application is designed to be isolated from the underlying platform.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.3.2 Modification of Object Information	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.3.3 Row, Column, and Headers	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.3.4 Values	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.3.5 Modification of Values	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.3.6 Label Relationships	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.3.7 Hierarchical Relationships	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.3.8 Text	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.3.9 Modification of Text	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.3.10 List of Actions	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.3.11 Actions on Objects	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.3.12 Focus Cursor	Not Applicable	The CampusNexus Engage application is not a platform or does not have access to platform accessibility features.
502.3.13 Modification of Focus Cursor	Not Applicable	The CampusNexus Engage application does not allow the focus to be set by the user.
502.3.14 Event Notification	Not Applicable	The CampusNexus Engage application has opportunities to improve the usage of ARIA to notify Assistive Technology.
502.4 Platform Accessibility Features	Not Applicable	The CampusNexus Engage application is not a platform and does not have access to platform accessibility features.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	The CampusNexus Engage application is designed to be isolated from the underlying platform.

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not Applicable	The CampusNexus Engage application does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The CampusNexus Engage application does not have multi-media.
503.4.2 Audio Description Controls	Not Applicable	The CampusNexus Engage application does not have multi-media.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The CampusNexus Engage application is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The CampusNexus Engage application is not an authoring tool.
504.3 Prompts	Not Applicable	The CampusNexus Engage application is not an authoring tool.
504.4 Templates	Not Applicable	The CampusNexus Engage application is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	The CampusNexus Engage application does not have accessibility features built-in.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Documentation is provided in electronic formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The CampusNexus Engage application does not have accessibility features built-in.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	<p>CampusNexus Engage application customers have access to electronic support through mailto:support@campusmgmt.com</p> <p>They can also call 1 800-483-9106</p> <p>A CampusNexus Engage application support analyst will respond to technical issues according to the standard service request process.</p>

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Financial Statements

On the following page, please see our most recent audited financial statements.

For GTC's Review: Our Solution's User Interface

To provide you with an understanding of our solution's overall look and feel, we include the following screenshots for your review. If you would like detailed information regarding our user interface design philosophy, we invite you to contact us at your convenience.

CampusNexus Student User Interface

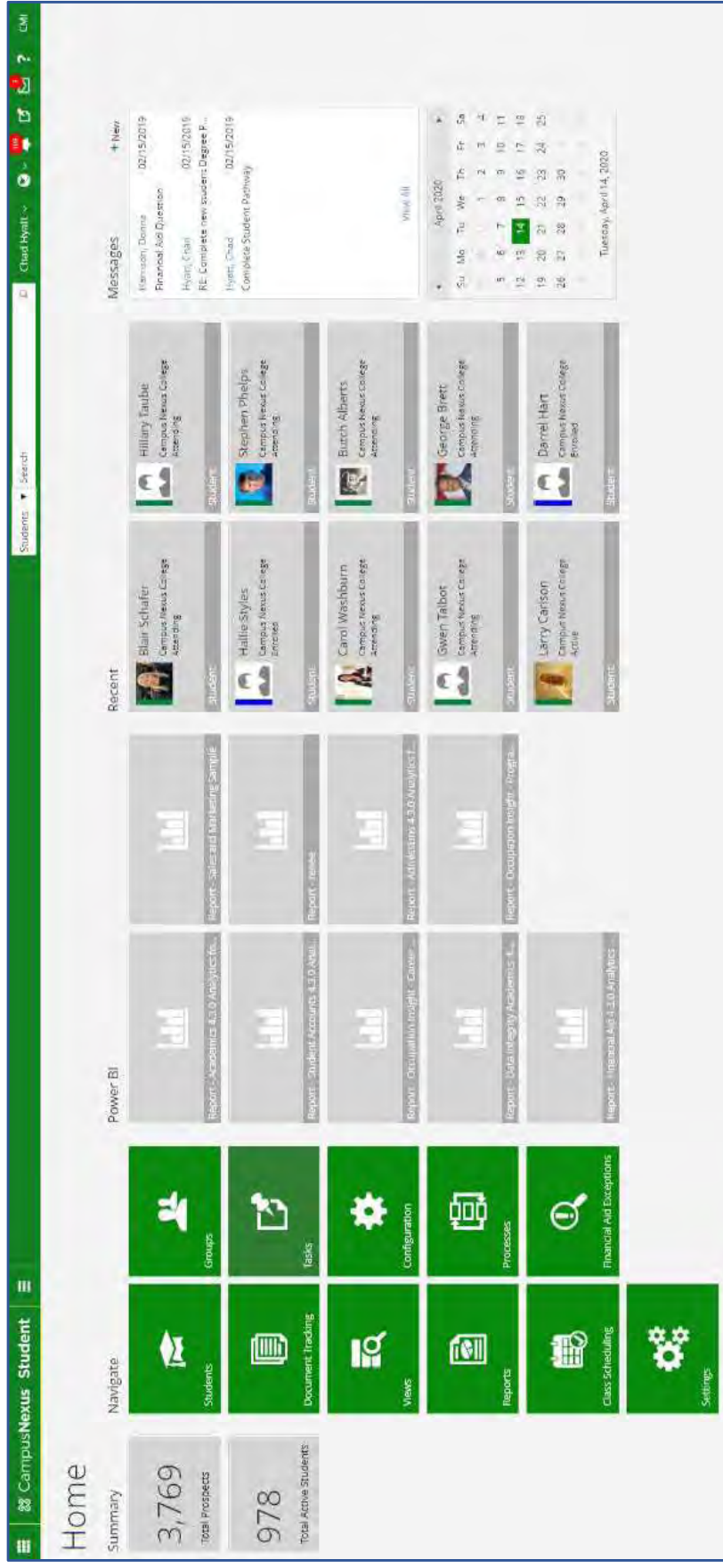


Figure CS1: The CampusNexus Student home screen



Figure CS2: The CampusNexus Student retention analytics screen

CampusNexus Student
CM

Students Search

Chad Hyatt

Search Student or Number

neudemoch@gmail.com

Blair Schafer

Student Number: SCHAB1903

AVR Balance: -689.01

Degree Credits: 12

Program Version: Liberal Arts AA Transfer (1803SC2080)

Attending Status: SCHAB1903

Account Status: -689.01

Remaining Credits for Graduation: 0

Campus: Campus Nexus College

Campus (Code): CMI

Enrollment Status: (Unknown)

Expected Graduation Date: 12/18/2020

Contact Manager

Admissions

Academic Records

Career Services

Financial Aid

Student Accounts

Balance: (726.51)

Account Status: Good Standing

[Transactions](#)
[Apply Credits](#)
[Refunds](#)
[Adjustments](#)
[Additional Information](#)

Ledger Card

Advisor: Susan Applegate

Tran Num.	Tran Date	Check Num/Ref Num	Code	Description	Charges	Payments	AY	Term
1	03/05/2018			Credit Card Payment		50.00	0	
2	03/05/2018	AUTOCHG	EXAMR	Exam Retake Fee	30.00		1	19-20 F
3	08/12/2019	AUTOCHG	APFEE	Application Fee	50.00		1	FALL 2019
4	08/16/2019	AUTO : 103119	TJUT	Tuition	2,460.00		0	FALL 2019
5	08/16/2019	AUTO : 103119	REG	Registration Fee	40.00		0	FALL 2019
6	08/16/2019	AUTO : 103119	BOOK	Books	120.00		0	FALL 2019
7	08/16/2019	AUTO : 103119	ECM	Electronic Course Materials Fee	54.00		0	FALL 2019
8	08/30/2019	2516		General Cash Payment: #19-304-0002		1,909.00	1	FALL 2019
9	08/22/2019	NONCASH		Scholarship A plan Payment 2019-20...		250.00	1	FALL 2019

Revenue Ledger

Payment Schedule

School Fees

Subsidary

Student Schedule

Audit

Payment Information

Refund Questions

Tuition Discount

Collectors

Figure CS3: The CampusNexus Student student ledger screen

CampusNexus Engage User Interface

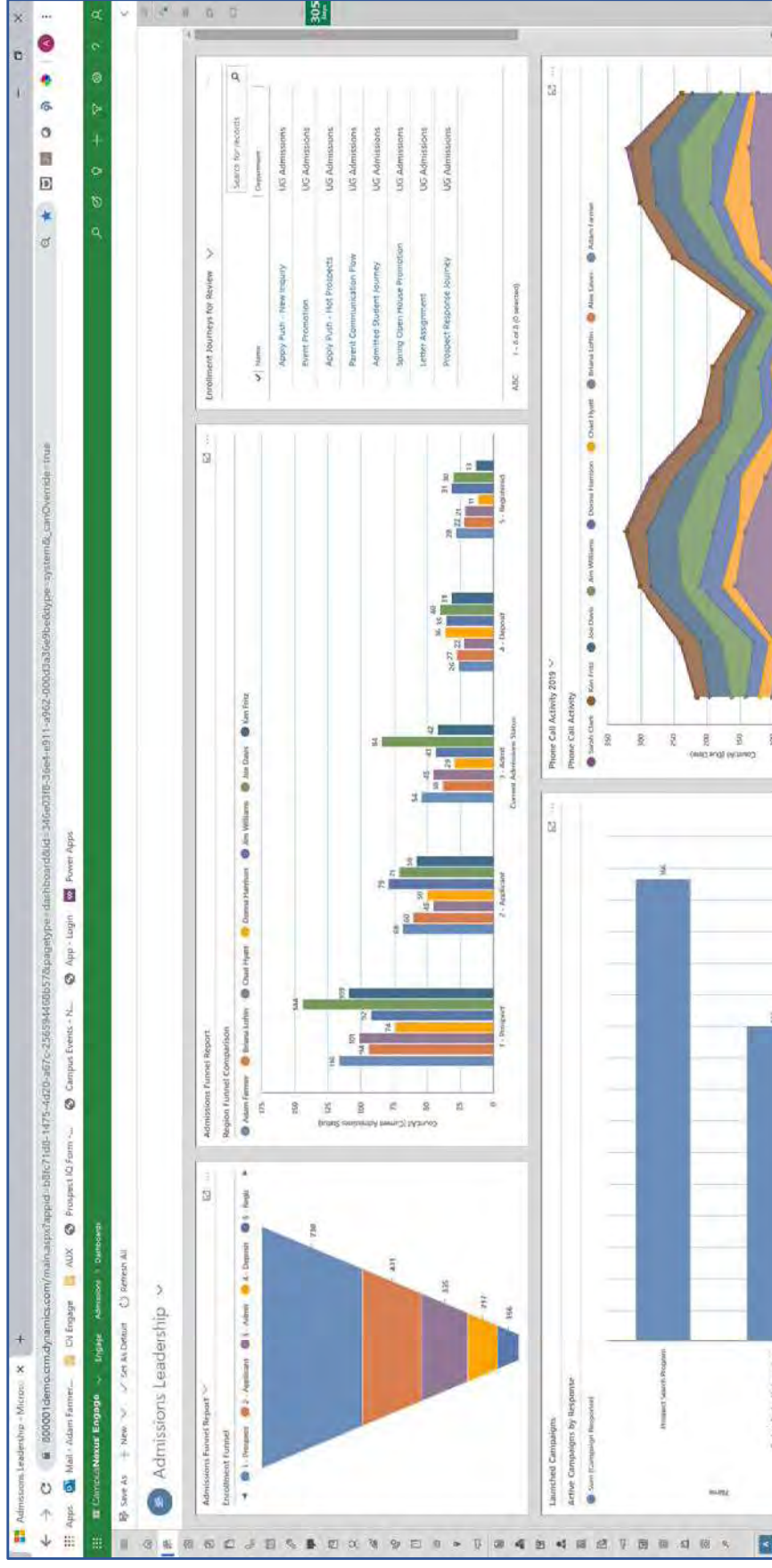


Figure CE1: CampusNexus Engage admissions leadership screen

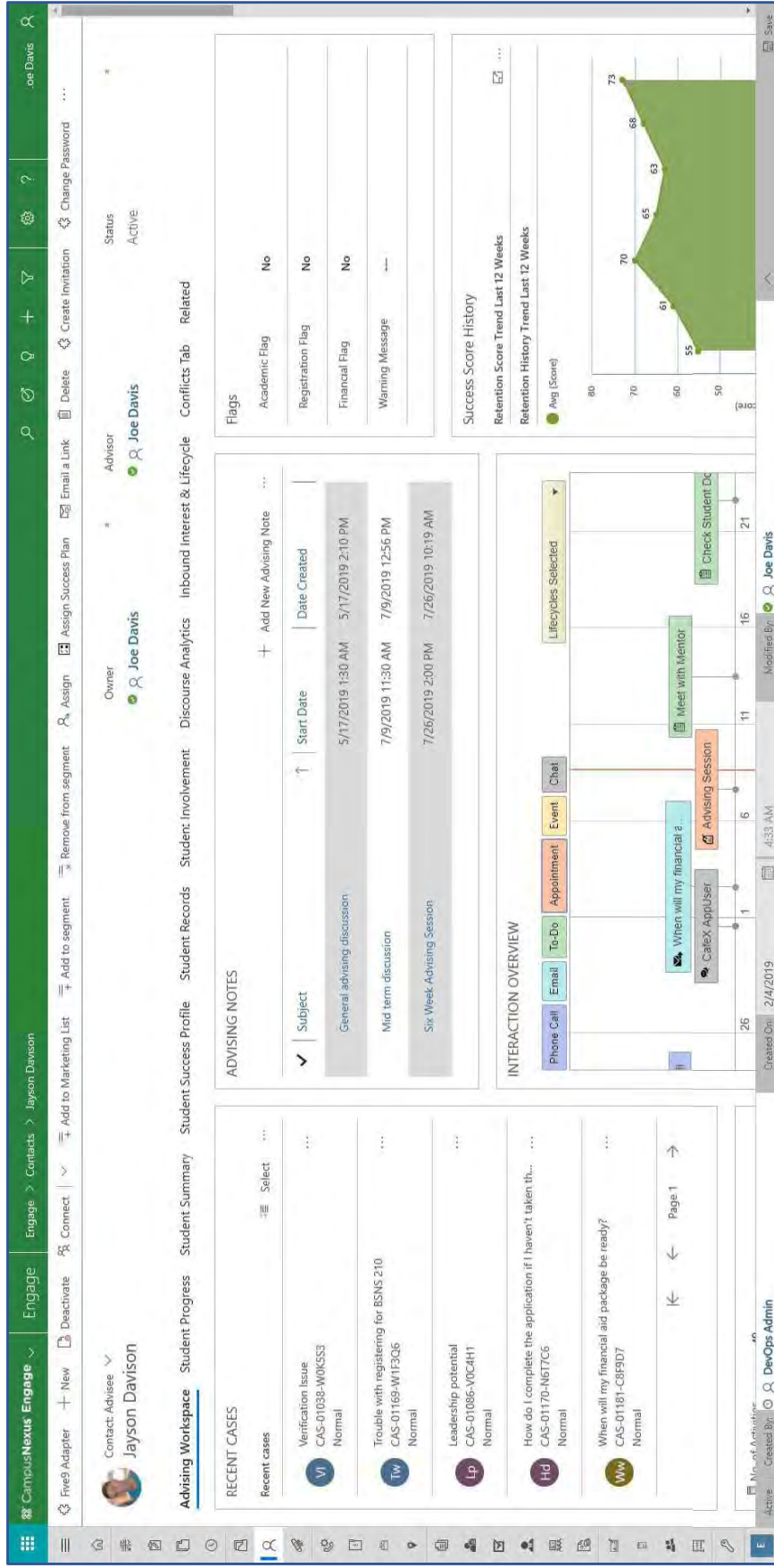
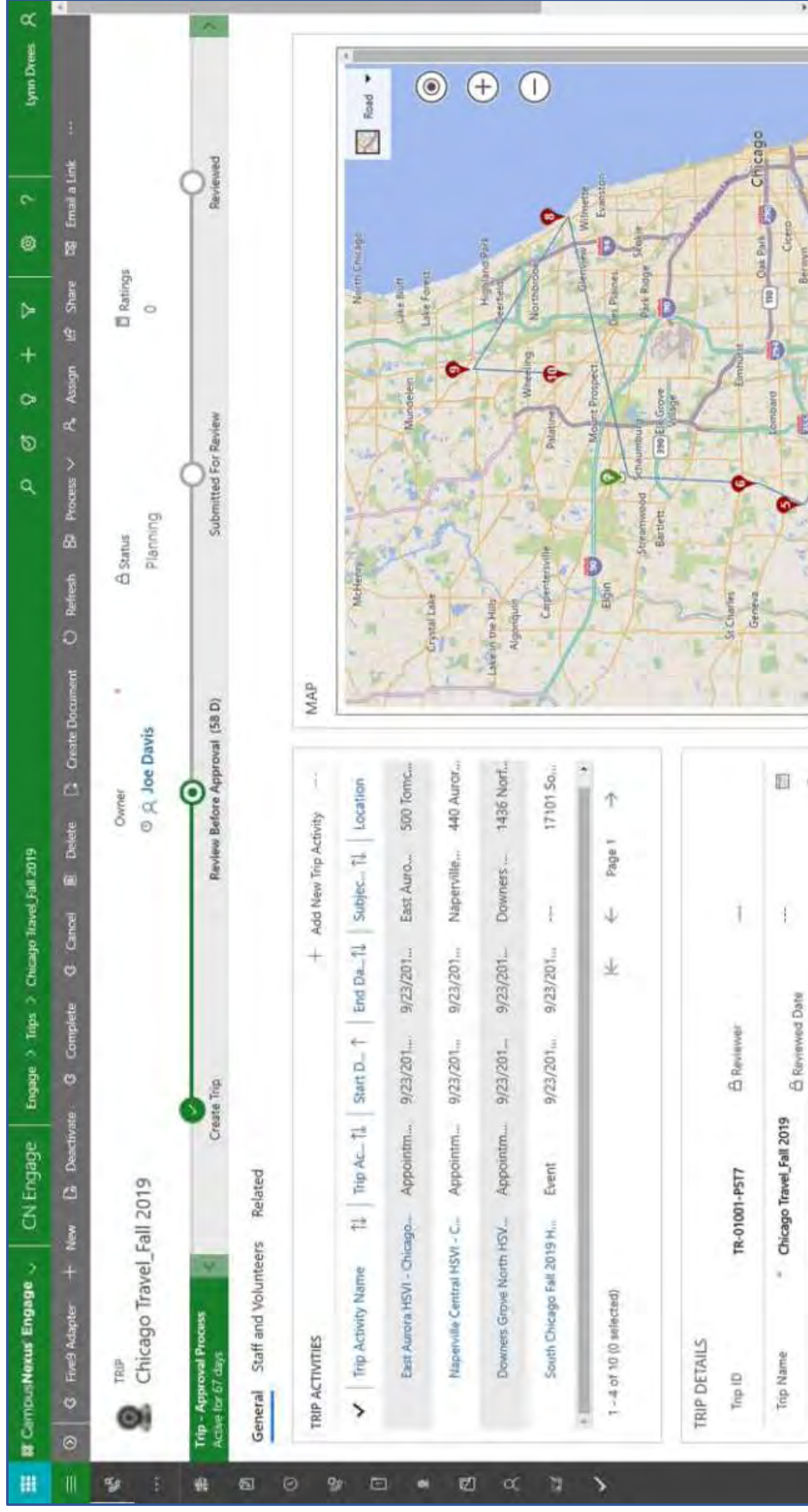


Figure CE2: CampusNexus Engage advisee overview screen



TRIP
Chicago Travel_Fall 2019

TRIP ACTIVITIES

✓	Trip Activity Name	Trip Ac...	Start D...	End Da...	Subjec...	Location
	East Aurora HSVI - Chicago...	Appointm...	9/23/201...	9/23/201...	East Aurora...	500 Tomc...
	Naperville Central HSVI - C...	Appointm...	9/23/201...	9/23/201...	Naperville...	440 Aurora...
	Downers Grove North HSV...	Appointm...	9/23/201...	9/23/201...	Downers...	1436 Nort...
	South Chicago Fall 2019 H...	Event	9/23/201...	9/23/201...		17101 So...

1 - 4 of 10 (0 selected)

TRIP DETAILS

Trip ID: TR-01001-PST7
Reviewer: [icon]
Trip Name: Chicago Travel_Fall 2019
Reviewed Date: [icon]

MAP

Map showing the Chicago area with various locations marked and a route highlighted. Locations include North Chicago, Lake Bluff, Lake Forest, Mundelein, Wheeling, Palatine, Mount Prospect, Glenview, Winnetka, Evanston, Oak Park, Berwyn, Chicago, Lombard, Elmhurst, St. Charles, Geneva, Streamwood, Schumacher, Bartlett, 390 Elgin Grove Village, Elgin, Carpenter'sville, Algonquin, Lake in the Hills, Crystal Lake, McHenry, North Chicago, Lake Bluff, Lake Forest, Mundelein, Wheeling, Palatine, Mount Prospect, Glenview, Winnetka, Evanston, Oak Park, Berwyn, Chicago, Lombard, Elmhurst, St. Charles, Geneva, Streamwood, Schumacher, Bartlett, 390 Elgin Grove Village, Elgin, Carpenter'sville, Algonquin, Lake in the Hills, Crystal Lake, McHenry.

Figure CE3: CampusNexus Engage travel information screen

CampusNexus Finance, HR & Payroll User Interface



Figure CF1: The CampusNexus Finance, HR & Payroll compensation management overview

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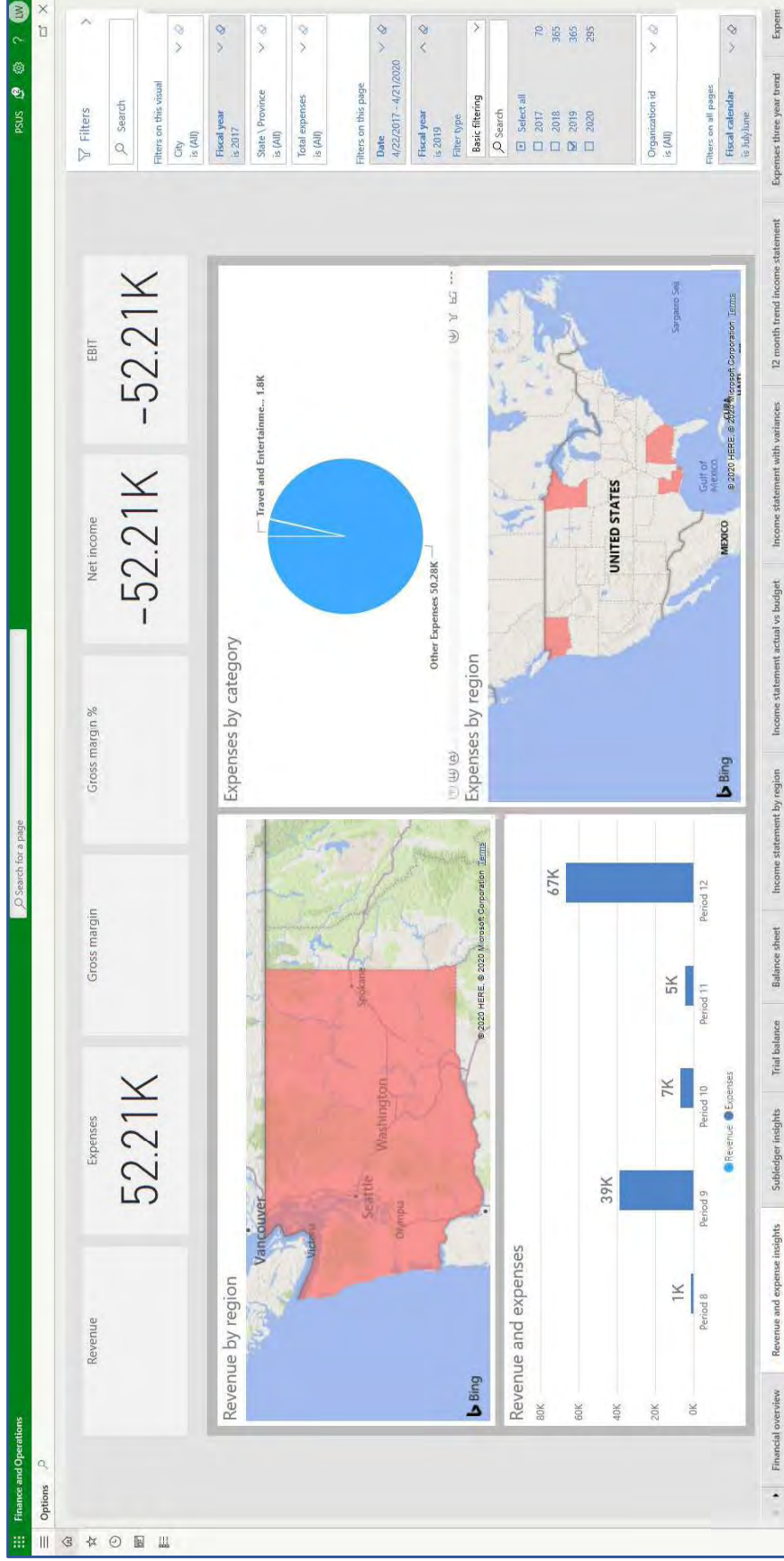


Figure CF3: Chief Financial Officer overview dashboard

CampusNexus Occupation Insight User Interface

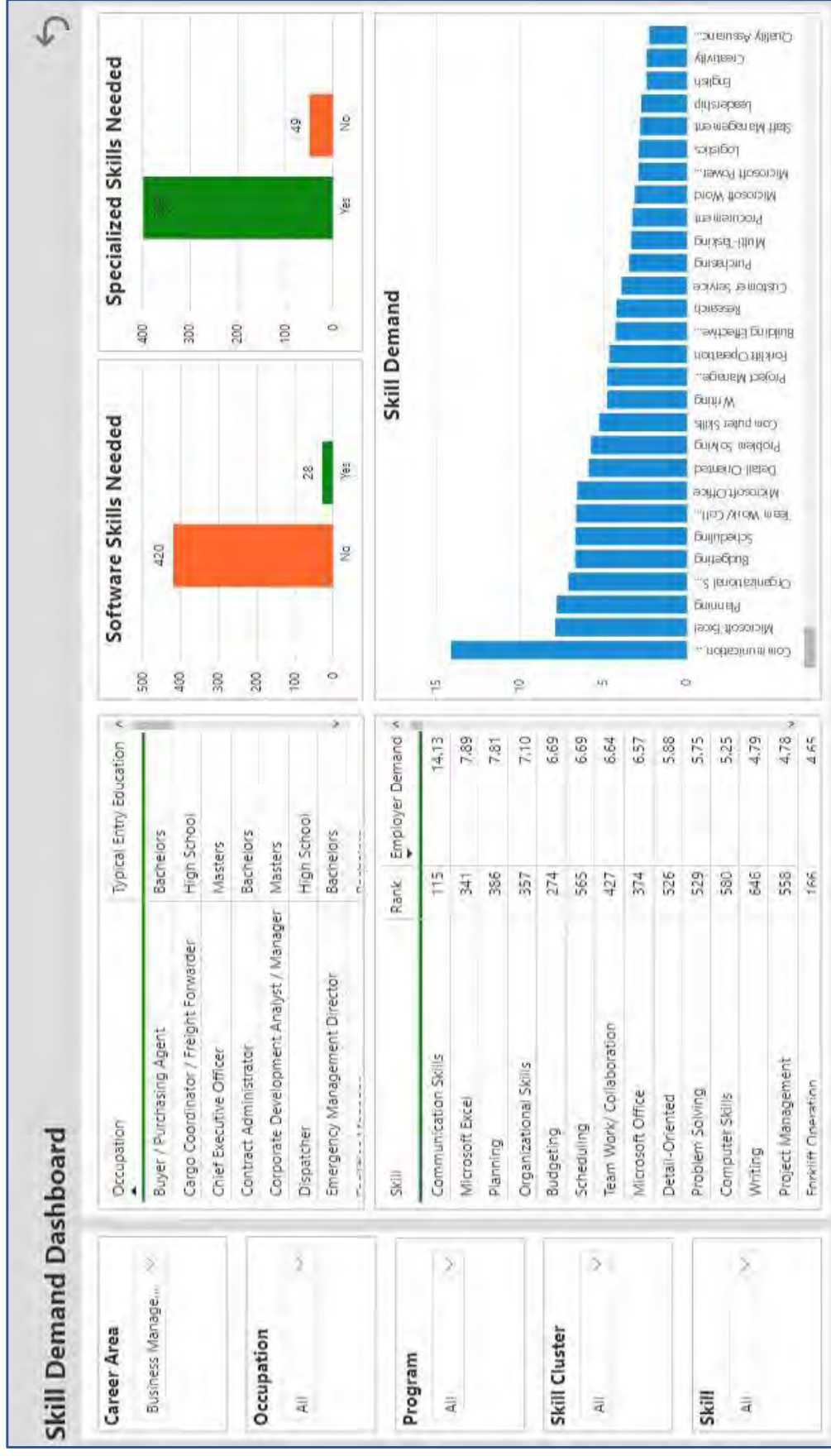


Figure CO1: CampusNexus Occupation Insight's career demand dashboard

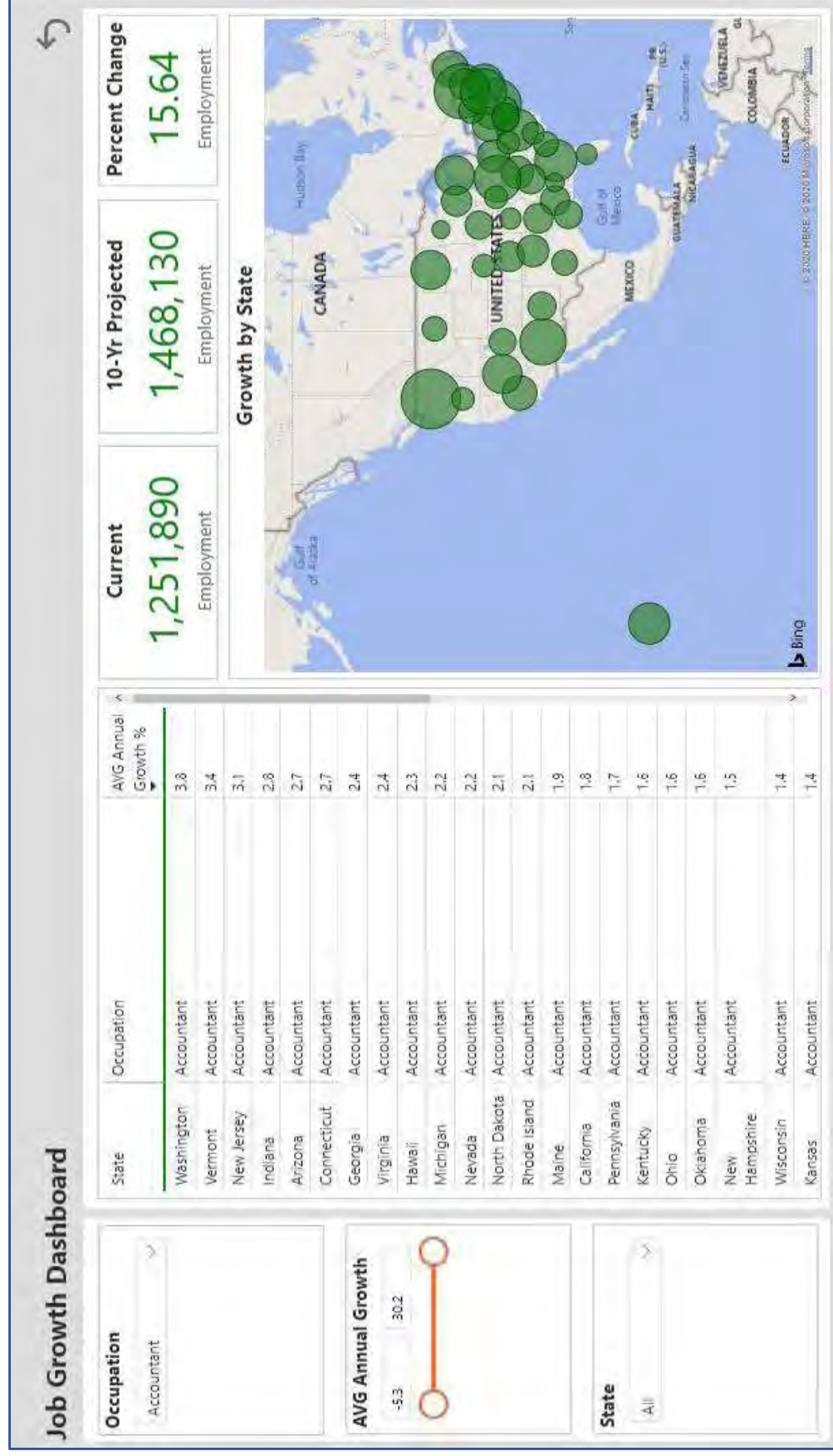


Figure CO2: CampusNexus Occupation Insight's job growth overview



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